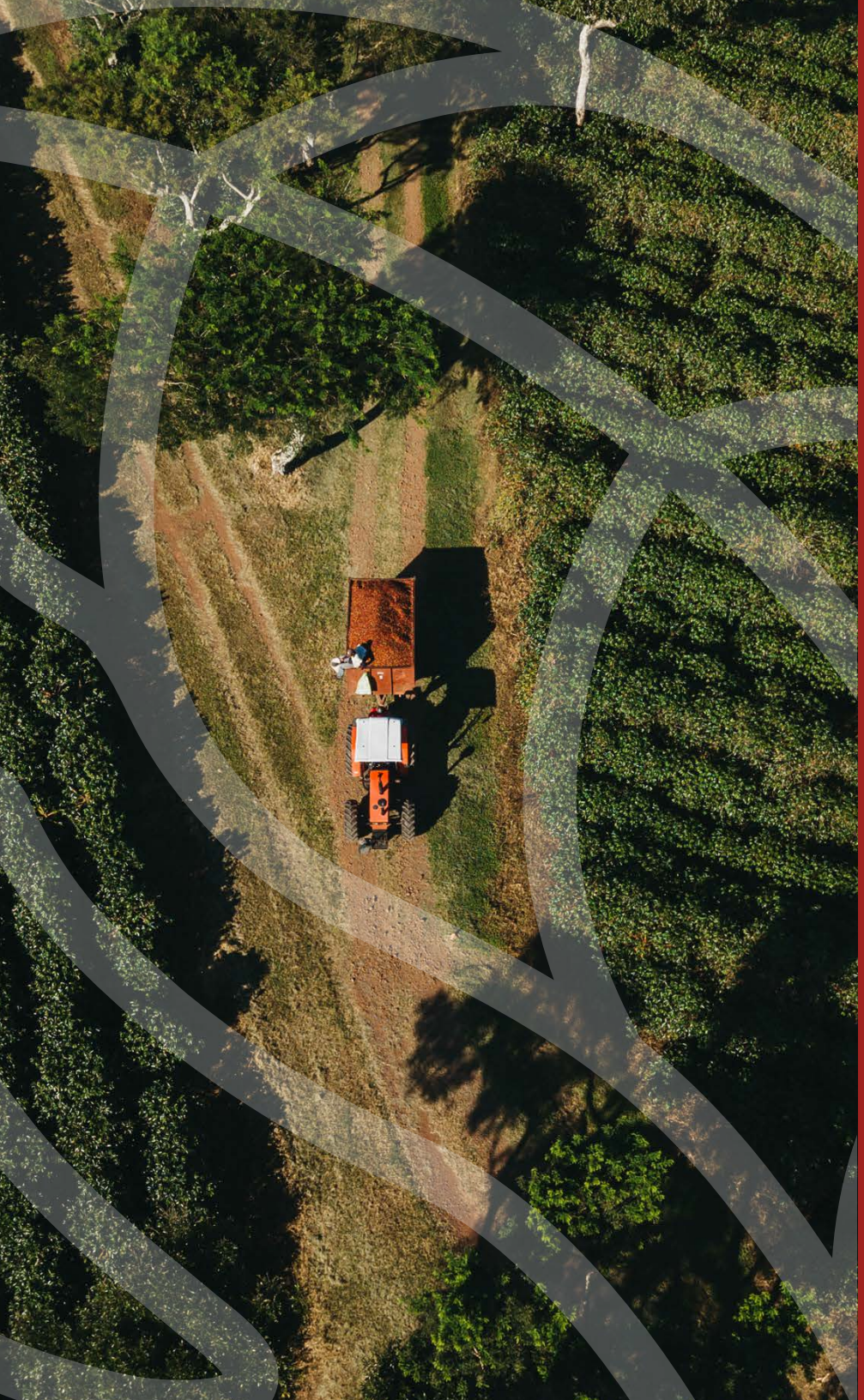

EXPORT RESERVE
café Britt®

HARVEST FUTURE

Sustainability Report

2024

40 ANIVERSARIO

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Honoring the Golden Bean

Café Britt was founded in Costa Rica in 1985 with a simple but powerful conviction: that coffee could be a transformative experience capable of connecting people with origin and quality.

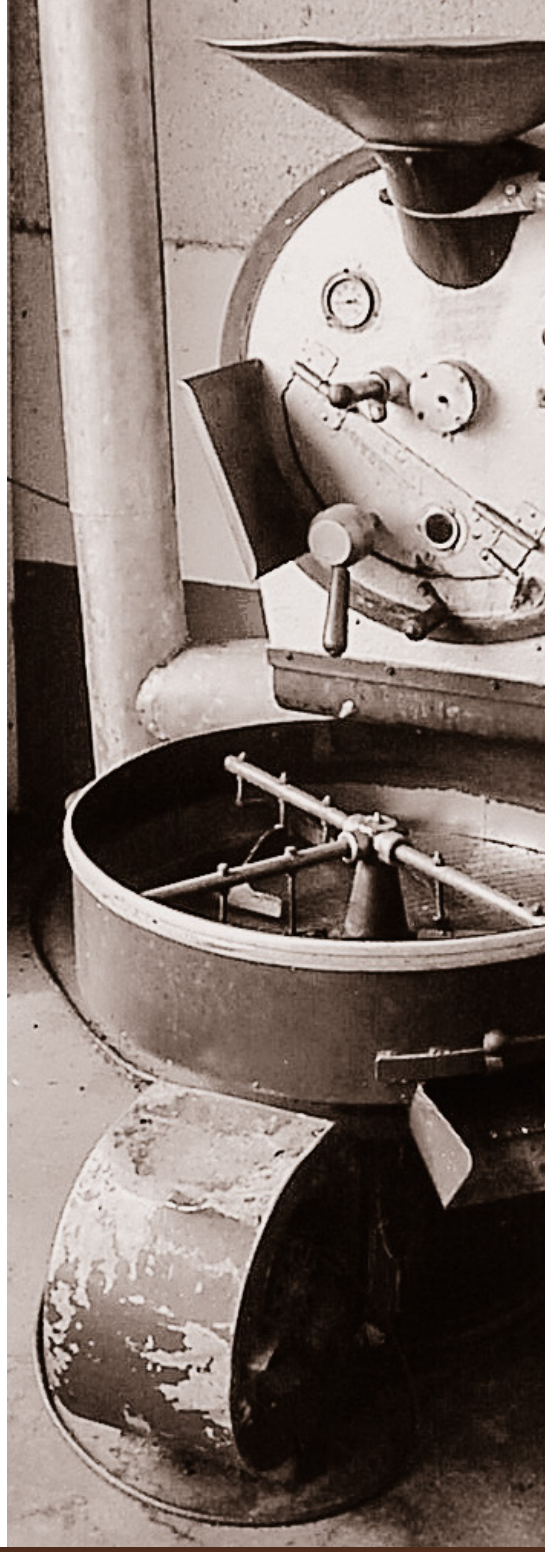
What began as a venture into gourmet coffee has evolved into a business model that blends excellence, innovation, and sustainability. Over four decades, we have grown alongside our country, integrating flavors, landscapes, and people into a proposal that transcends the product itself.

We are a company that creates value through the art of coffee roasting, the crafting of memorable experiences, and the promotion of responsible practices across our supply chain. Beyond expanding into new markets, we have shared stories, opened doors to tourism, and forged partnerships that have flourished over time.

Our operations are multilocal: our coffee is sourced directly from national producers in each country where we operate. We build long-term relationships based on traceability and continuous improvement, ensuring quality from origin and focusing on our specialty—the roasting process, where coffee reaches its full potential and unique aromatic profile.

With the same dedication, we produce chocolates that complement our gourmet offering. At Café Britt, we believe business growth must go hand in hand with ethical management. Under our Cosecha Futuro strategy, we actively work to reduce our footprint and foster an organizational culture grounded in integrity and participation.

In this 40th-anniversary milestone, we reaffirm our commitment to creating shared value. This 2024 Sustainability Report documents our environmental, social, and governance efforts, serving as a key tool for accountability, stakeholder dialogue, and strategic direction.



CEO Message

Gabriela Muñoz Riggioni

It is with great enthusiasm that I have the privilege of presenting this new edition of Café Britt's Sustainability Report— a publication that not only invites us to be accountable for our 2024 performance but also shares the essence that defines our company.

I assumed the role of Chief Executive Officer in January 2025, and doing so as Café Britt celebrates its 40th anniversary fills me with gratitude and conviction. This new chapter represents an invaluable opportunity to lead an organization that has grown with purpose, responsibility, and meaning.

The year 2024 was marked by milestones that reaffirm our ability to innovate and think long term. From the launch of our Coffee Bars and the sustained progress of our e-commerce channel to the consolidation of purpose-driven products such as the Café Mérito and Hábitat lines, we have consistently pursued initiatives that combine authenticity, innovation, and sustainability.

The performance of our automatic coffee machine line in Costa Rica was exceptional, positioning us as an integrated solutions provider for diverse segments. Our travel retail line experienced remarkable growth, driven by the strong results of our sister company, Morpho Travel Experience, which strengthened our international presence and generated significant sales impact. Additionally, the refresh and expansion of our Britt Café & Bakery menu elevated the customer experience through a diverse and balanced offering.

Finally, we expanded our reach within the HORECA segment, working closely with hotels, restaurants, and local cafés to ensure Café Britt's excellence is present in every cup served.

At the heart of this management lies Cosecha Futuro—the new strategy that aligns our efforts in economic, social, and environmental sustainability. For us, harvesting the future means safeguarding the present through conscious decisions that allow us to continue cultivating coffee, cacao, and memorable experiences while improving competitiveness and achieving new commercial milestones.

Throughout this report, you will find results, metrics, and efforts that reflect our culture of excellence, dynamism, and integrity. I am deeply grateful to every collaborator, ally, client, and community that forms part of this story.

I invite you to read this report as if walking through a coffee farm during harvest season—with openness, attention, and hope.

Gabriela M.

About this Report

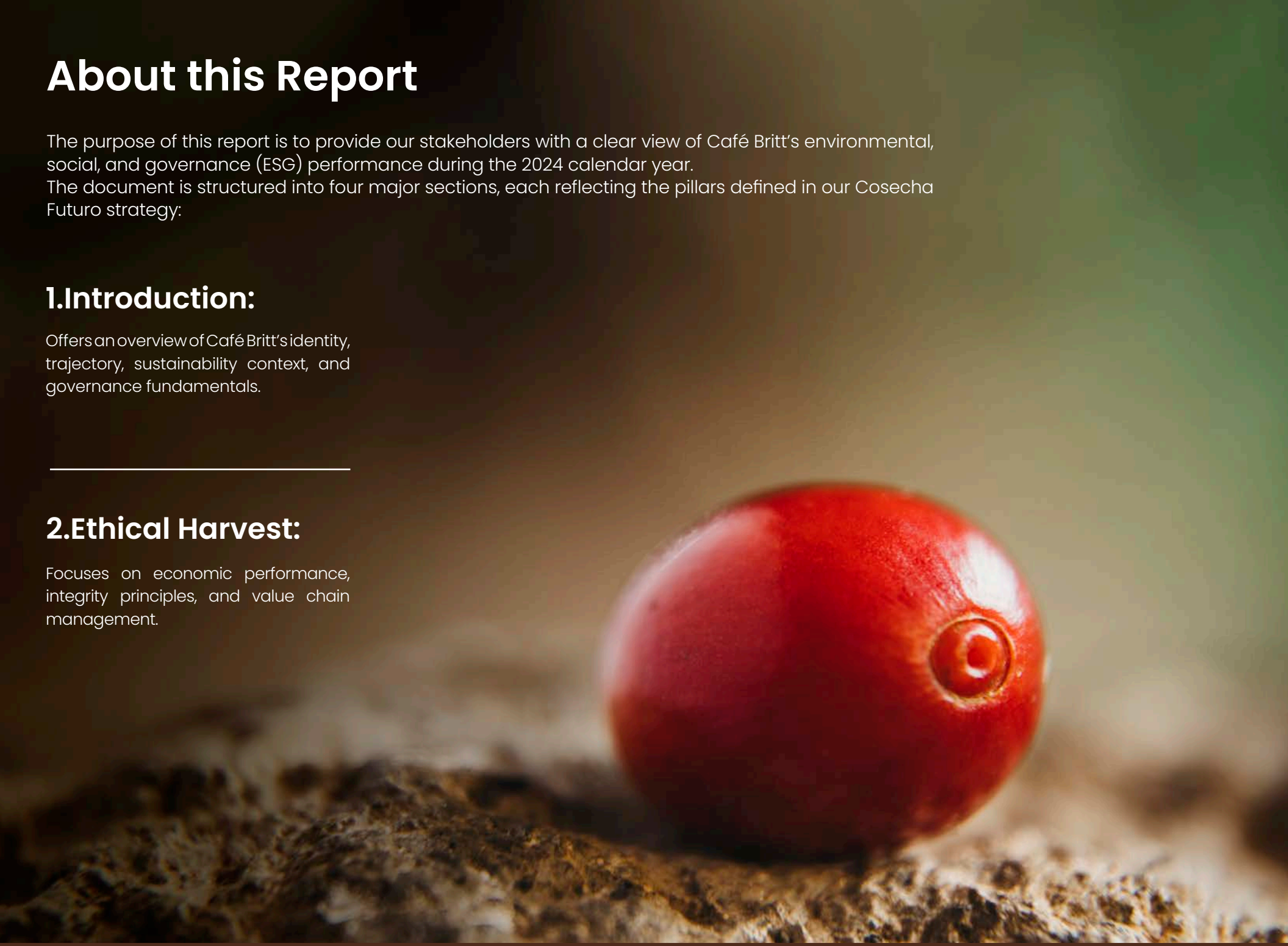
The purpose of this report is to provide our stakeholders with a clear view of Café Britt's environmental, social, and governance (ESG) performance during the 2024 calendar year.
The document is structured into four major sections, each reflecting the pillars defined in our Cosecha Futuro strategy:

1.Introduction:

Offers an overview of Café Britt's identity, trajectory, sustainability context, and governance fundamentals.

2.Ethical Harvest:

Focuses on economic performance, integrity principles, and value chain management.



3.Harmony Harvest:

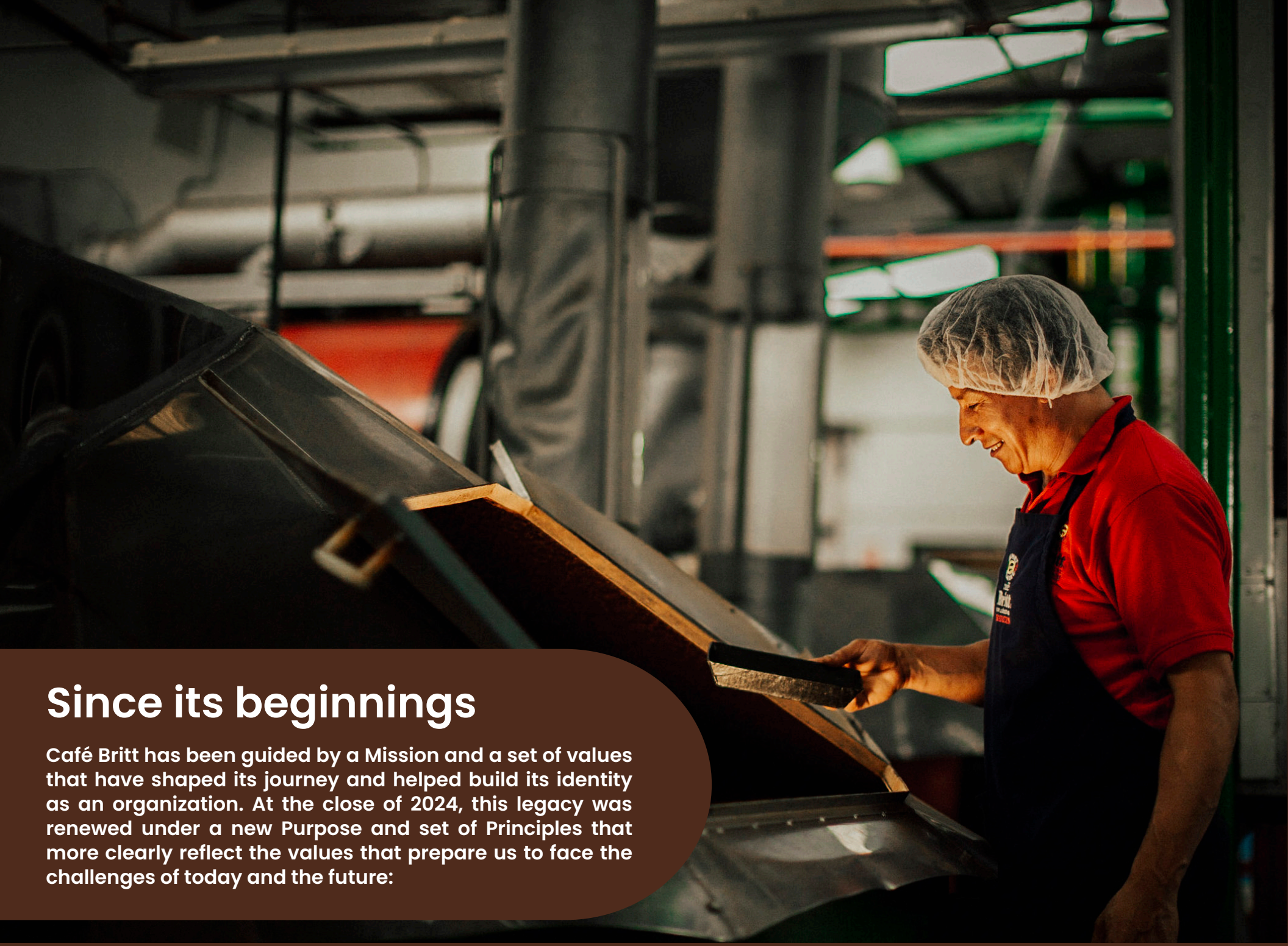
Highlights our environmental commitments across energy, water, waste, and biodiversity.

4.Wellbeing Harvest:

Centers on people—our internal and external communities, development, benefits, and overall wellbeing.

Although Café Britt is not formally aligned with international sustainability frameworks such as GRI, SASB, or IFRS S1/S2, the preparation of this report considered their criteria, definitions, and guiding principles as technical references. Elements of the TCFD (Task Force on Climate-related Financial Disclosures) and the emerging TNFD (Taskforce on Nature-related Financial Disclosures) were also used, particularly regarding climate risk and biodiversity management.

This report aims to create an engaging reading experience, providing useful and reliable information while clearly linking our sustainability strategy to our measurable results.



Since its beginnings

Café Britt has been guided by a Mission and a set of values that have shaped its journey and helped build its identity as an organization. At the close of 2024, this legacy was renewed under a new Purpose and set of Principles that more clearly reflect the values that prepare us to face the challenges of today and the future:

PROPÓSITO

Transformamos nuestra pasión por el café y el chocolate en experiencias memorables.

PRINCIPIOS

EXCELENCIA

Superamos expectativas con determinación.

INNOVACIÓN

Transformamos con creatividad.

INTEGRIDAD

Hacemos siempre lo correcto.

DINAMISMO

Evolucionamos constantemente.

CONCIENCIA

Creamos huella con propósito.

Executive Team

The executive team consists of seasoned professionals who have accompanied Café Britt's evolution for over a decade. Each leader heads a key operational area, ensuring decision-making aligned with company principles and performance-driven management.

Gabriela Muñoz Riggioni
Chief Executive Officer
Joined 2013.

Gloriana Leandro Piedra
Human Resources
Manager Joined 2019.

Pablo Salas Morera
Finance Manager
Joined 2017.

Patricia Robinson Mejía
Supply Chain Manager
Joined 2013.

Graciani Arias González
Operations Manager
Joined 2010.

The executive team consists of seasoned professionals who have accompanied Café Britt's evolution for over a decade. Each leader heads a key operational area, ensuring decision-making aligned with company principles and performance-driven management.

Our Operations

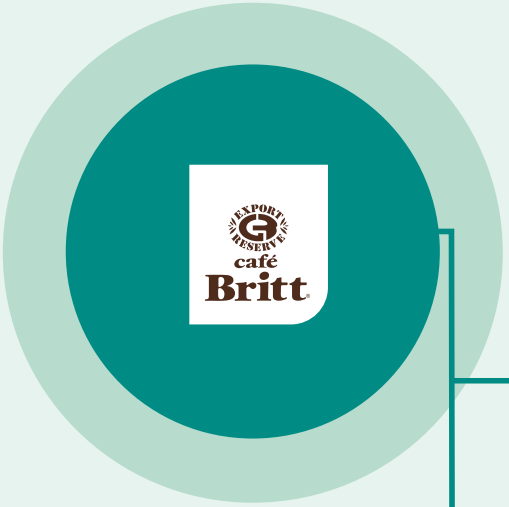
Café Britt spans a diverse set of geographic and cultural territories reflecting our reach across Latin America. From production plants and logistics centers to tours, retail outlets, and administrative offices, our teams operate with passion and dynamism in every location.
Costa Rica hosts our central offices, where key functions like product development, logistics, experience design, and shared services are concentrated.

Updated data as of the end of 2024 on our operations:

Category	Details
Sales Offices and Teams:	Costa Rica, Colombia, Peru, and Chile
Distribution Centers:	United States, Costa Rica, Panama, Peru, and Chile
Production Facilities:	Costa Rica and Peru
Total Number of Employees:	676

Stakeholders

Sustainability cannot be managed in isolation. We recognize that our operations are closely connected to a diverse network of stakeholders who influence the company's development and, at the same time, are impacted by our decisions, products, and services.

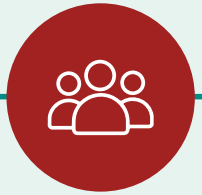


National and International Customers

They expect quality, authenticity, and consistency in every product and experience. Our customers include local audiences in Costa Rica, Chile, and Peru; tourists—mainly from the United States and Europe—who visit our stores; and a global base of online customers through our e-commerce channel.

Shareholders

A truly important stakeholder, providing financial support and a long-term vision. Their active participation drives decisions aimed at sustainable value generation and responsible growth. Their trust not only fuels economic expansion but also confirms that our way of doing business continues to attract increasingly informed investors.



Employees

Those in whom we place our trust to execute strategy, represent the brand, and carry out daily operations.

Suppliers of Coffee, Cocoa, Seeds, and Fruits

Key partners in our value chain and in developing sustainable practices. Thousands of coffee producers from Costa Rica, Peru, Colombia, Brazil, and Mexico form part of our network. In cocoa, our supply chain includes suppliers from leading producing regions such as Ecuador and Colombia.

Strategic Partners in Tourism, Gastronomy, Hospitality, and Distribution

We work with a wide network of allies across sectors and industries.

- In tourism, we collaborate with the ICT and the Costa Rican Association of Tourism Operators.
- In gastronomy and hospitality, we partner with hotels, restaurants, and cafés.
- In distribution and logistics, we work with major supermarket chains in Costa Rica and Peru.

Britt Coffee Tour Visitors

A stakeholder that interacts directly with our history and coffee culture. Since its opening in 1991, more than one million people from over 80 countries have visited us.

Government Institutions, Chambers, and Certification Bodies

Partners with whom we work to ensure regulatory compliance and continuous improvement.

Key allied organizations include:

- **Local governments of Heredia and Santa Bárbara in Costa Rica, and Lurín in Peru**
- **ICAFE**
- **PROCOMER**
- **INTECO**
- **CANAECO**
- **Eco-Lógica Certification**
- **Costa Rican Chamber of Industries**
- **INCAE**
- **TEC**

Local Communities and NGOs

With an emphasis on the areas where we operate, we maintain active and continuous engagement focused on education, inclusion, and respect for the environment.

Main collaborators include:

- SIFAIS Foundation
- DEMAIN Foundation
- The Toucan Rescue Ranch Foundation
- Community initiatives in La Carpio and Heredia

A New Vision of Sustainability

Cosecha Futuro

Throughout its history, Café Britt has practiced responsible management that integrates environmental, social, and governance principles. In 2023, we took a decisive step by formalizing these efforts under a comprehensive strategy called Cosecha Futuro ("Harvesting the Future").

This strategy aligns our actions with global best practices, structures what we had already been doing, and strengthens our ability to create consistent, measurable value.

Cosecha Futuro is built on three pillars: **Ethical Harvest (Cosecha Ética), Harmony Harvest (Cosecha Armonía), and Wellbeing Harvest (Cosecha Bienestar)**—each reinforcing internal practices to mitigate impacts, drive opportunities, and connect authentically with those who trust our brand.

The fruits of the future are sown today. Cosecha Futuro is precisely that—a conscious way of cultivating a more resilient tomorrow through every decision we make.

COSECHA FUTURO

Materiality

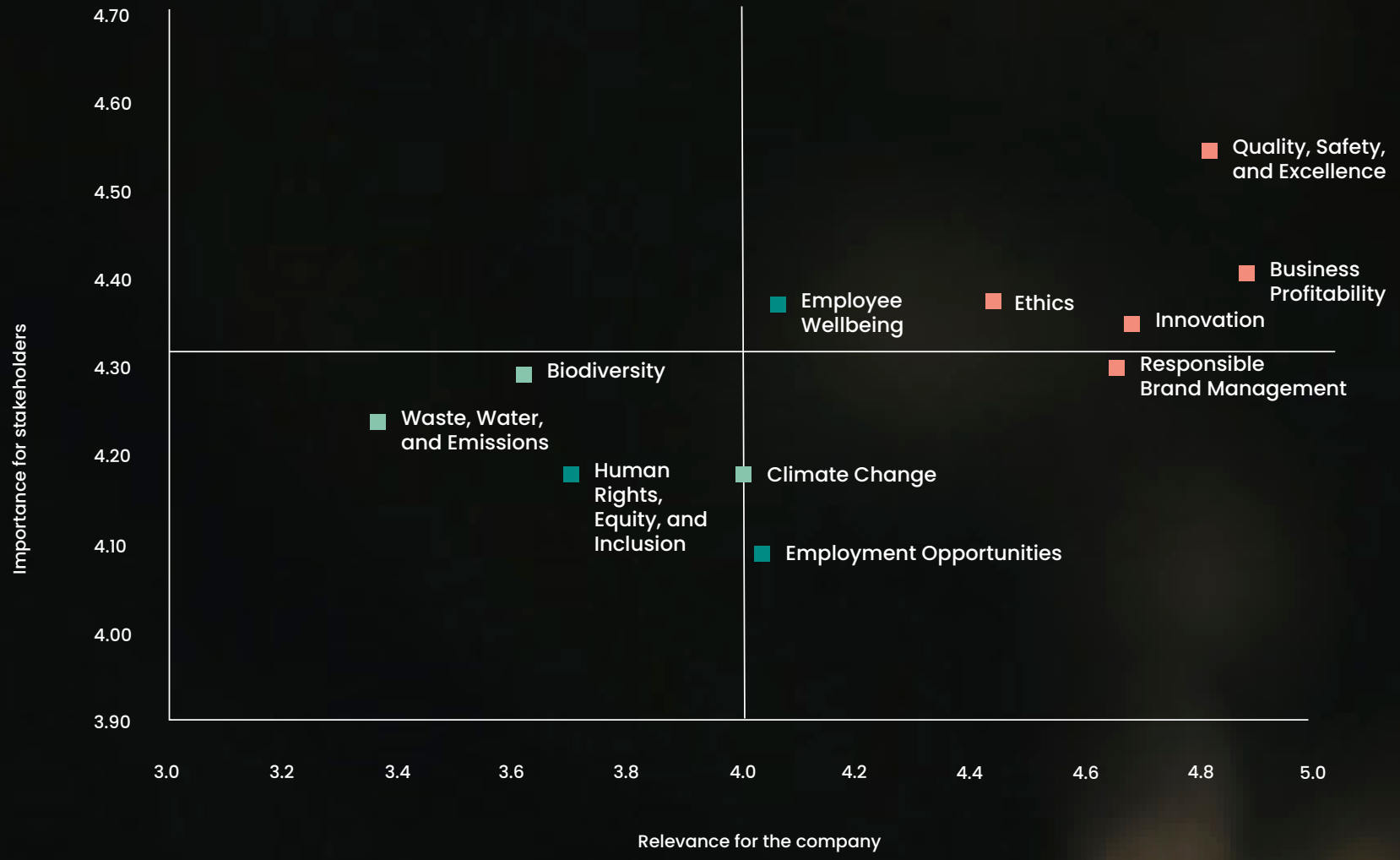
As part of strengthening its strategic focus on sustainability, the organization carried out a **Materiality Analysis** exercise with the purpose of identifying the most relevant topics for the company and its stakeholders.

This process allows us to identify, prioritize, and manage the issues with the greatest potential impact—whether positive or negative—on our ability to generate long-term value. The Materiality Analysis thus becomes a key tool that supports the Cosecha Futuro sustainability strategy by ensuring alignment between business priorities, stakeholder expectations, and global sustainability trends.

The methodology applied corresponded to a **Double Materiality Study.** This participatory approach involved members of Café Britt's executive and financial teams as well as over **240 stakeholder representatives** from different groups, including collaborators, suppliers, allies, strategic partners, and customers. Their collaboration and feedback were essential in determining the most significant topics, providing a clear visualization of shared priorities that impact both the organization and its environment.

While undertaking this type of analysis is not a formal requirement, it is a **strategic decision.** Understanding which topics are truly relevant enables us to better allocate resources and make informed decisions.

Results of the Double Materiality Analysis



Interpretation

The results of this exercise demonstrate that Café Britt builds its competitiveness on a clear balance between economic performance and stakeholder trust. The high relevance attributed to product quality and safety—together with business profitability—reflects the financial foundation and the ongoing promise of delivering superior coffee and chocolate. These remain essential pillars.

To this, we add constant innovation, responsible brand management, and business ethics—elements that strengthen a solid and coherent identity across all the markets where we operate.

Beyond these central factors, the adaptation to **climate change** and **biodiversity conservation** emerges as a strategic priority. Café Britt's proximity to coffee- and cacao-producing ecosystems—often exposed to climate variability and biodiversity loss—requires anticipating potential impacts on crops, protecting supply chains, and ensuring operational continuity amid increasingly challenging scenarios.

Prioritizing these issues reinforces that our sustainability management must balance economic performance with constant innovation and corporate integrity.

This adaptive approach enables **periodic updates** of the materiality matrix, allowing Café Britt to monitor the evolution of social, regulatory, and market expectations and to incorporate new priorities as they arise.

Thus, the **Materiality Analysis** is not merely a snapshot of the current context, but a living tool that continuously informs our strategy and drives improvement.

17 PARTNERSHIPS FOR THE GOALS
1 NO POVERTY
2 ZERO HUNGER
3 GOOD HEALTH AND WELL-BEING
4 QUALITY EDUCATION
5 GENDER EQUALITY
6 CLEAN WATER AND SANITATION
7 AFFORDABLE AND CLEAN ENERGY
8 DECENT WORK AND ECONOMIC GROWTH
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
10 REDUCED INEQUALITIES
11 SUSTAINABLE CITIES AND COMMUNITIES
12 RESPONSIBLE CONSUMPTION AND PRODUCTION
13 CLIMATE ACTION
14 LIFE BELOW WATER
15 LIFE ON LAND
16 PEACE, JUSTICE AND STRONG INSTITUTIONS
SUSTAINABLE DEVELOPMENT GOALS

Alignment with the Sustainable Development Goals (SDGs)

Given our connection with agro-industrial production, tourism, and responsible trade, Café Britt is fully committed to aligning its operations and strategy with the principles of sustainable development.

In this regard, the organization recognizes the importance of actively contributing to the fulfillment of the United Nations Sustainable Development Goals (SDGs), as defined in the 2030 Agenda.

The SDGs most closely related to our activities are: SDG 8 (Decent Work and Economic Growth), SDG 12 (Responsible Consumption and Production), SDG 13 (Climate Action), SDG 15 (Life on Land), and SDG 17 (Partnerships for the Goals).

Affordable and Clean Energy: To take advantage of cleaner energy sources, photovoltaic panels were installed across all company facilities.

SDG 8 – Decent Work and Economic Growth: Respect for human rights and guaranteeing fair remuneration are priorities for Café Britt throughout the value chain, both internally and externally.

SDG 12 – Responsible Consumption and Production: We continually seek better ways to operate, ensuring efficient, safe, and low-impact production while promoting mindful consumption of our products.

SDG 13 – Climate Action: Being linked to coffee and chocolate cultivation means being directly linked to the climate and all its variations. Therefore, we prioritize work models that include mechanisms supporting climate change mitigation and adaptation.

SDG 15 – Life on Land: We implement actions that contribute to the conservation of terrestrial ecosystems — from ecological restoration and agroforestry systems to product development initiatives that support biodiversity.

SDG 17 – Partnerships for the Goals: Achieving the Sustainable Development Goals is only possible through collective effort. Through alliances and collaborative work mechanisms, Café Britt aims to deepen the impact of its initiatives.

40 Years of History

Since our founding in 1985, Café Britt has evolved from a small operation in San Pablo de Heredia to a multinational brand recognized for transforming coffee and chocolate into memorable experiences.

1985

Café Britt founded in Costa Rica.

1991

Creation of Head Offices in Carbonal Street, in Mercedes Norte.

1991

First tasting stand at Juan Santamaría International Airport.

1996

Company website launched with first online order form.

2001

Won concession to operate airport gift stores.

20

Opened C
Factory
Distributio
in Santa E

hocolate
y and
n Center
Bárbara.

04

2015

Launch of Britt Espresso machines and capsules.

Opening of Britt Café & Bakery.

2017

2018

Launch of the Hábitat line for biodiversity conservation.

Alliance with

Sifäis

a foundation providing free socio-educational services for vulnerable populations, primarily residents of the La Carpio community and surrounding areas.

2023

2024

Mérito line introduced, honoring cultural and natural heritage.

Café Britt celebrates 40 years of crafting gourmet coffee and chocolate experiences.

2025

Our Brands

The flagship brand offering gourmet coffee, chocolates, cookies, and snacks crafted with premium ingredients.

Café Britt COFFEE TOUR

Elmmersive tourism experience connecting visitors with Costa Rican coffee culture through guided tastings and educational activities.

Britt espresso

Coffee capsules and automatic machines for modern, convenient espresso experiences.

Britt CAFÉ · BAKERY

Gourmet coffee shops in airports and shopping centers, offering pastries, meals, and premium beverages.

Our Products

A diverse portfolio combining gourmet excellence with modern consumption experiences:

Gourmet Coffee:
lassic roasts, exclusive blends, organic and decaf options, and capsule formats.

Gourmet Chocolates:
Bars, filled chocolates, barks, cocoa powder, and seasonal editions.

Accessories:
Brewing tools, French presses, electric frothers, mugs, syrups, and more.

Coffee Machines:
Espresso machines and all-in-one kits under the Britt Espresso brand.

Innovation in Products

Mérito
Pinzón Cafetalero

As part of our ongoing commitment to strengthen and diversify our product portfolio, Café Britt launched in January 2024 a new coffee line called Mérito – Pinzón Cafetalero Edition. The Mérito line seeks to pay tribute to representative elements of the coffee universe, honoring the cultural, natural, and human value behind every bean. This edition highlights the Pinzón Cafetalero or Costa Rican Brush-Finch (Melzone cabanisi), an endemic bird species found mainly in the ecosystems of Costa Rica's Central Valley, including coffee farms.

This coffee stood out not only for its exceptional quality and sensory profile, with a special lot from Paraíso, Cartago, but also for its ability to connect biodiversity with the coffee world. From its conception, the product was developed under an environmental education approach, encouraging consumers and visitors to appreciate the biological richness of coffee-growing ecosystems. Paraíso was selected as the region of origin due to its biodiversity and connection with the species celebrated in this edition.

As part of the program, Café Britt supported local logistics and research teams from the Proyecto Cabañis, facilitating the monitoring and study of the Brush-Finch distribution across different regions of the country. This collaboration reinforces Café Britt's ongoing commitment to connecting science, conservation, and value creation.

Mérito Pinzón Cafetalero was available for a limited time as part of an *"in and out"* collection.

Innovation in Machines

Automated Solutions for Gourmet Coffee

The development and implementation of automated dispensing solutions for gourmet coffee marked a turning point in Café Britt's value proposition. Through the KREA and Coffee Bar machines, the company has brought high-quality beverages to a wide range of consumption points, offering a consistent, accessible, and premium experience for diverse audiences.

This technological innovation has not only transformed the way coffee is consumed in hotels, offices, cafés, and retail stores, but has also redefined our strategic position as an integrated supplier. Thanks to this evolution, Café Britt has expanded its offer and optimized investments by reducing additional operational costs. Currently, there are over 3,100 KREA machines installed, significantly strengthening the company's distribution network. Simultaneously, the Coffee Bar line has grown by 423% in just one year. The machines are designed with both energy efficiency and user experience in mind: their estimated energy consumption of 4.36 kWh per month represents an increase of just ¢626 in electric cost, while providing a highly efficient and sustainable coffee service.

Café Britt continues to innovate in shared spaces, fully aligned with our sustainability strategy "Cosecha Futuro" (Harvesting the Future) — leading the way in automated gourmet coffee service and elevating the experience across all our commercial channels.

Innovation at Britt Café & Bakery

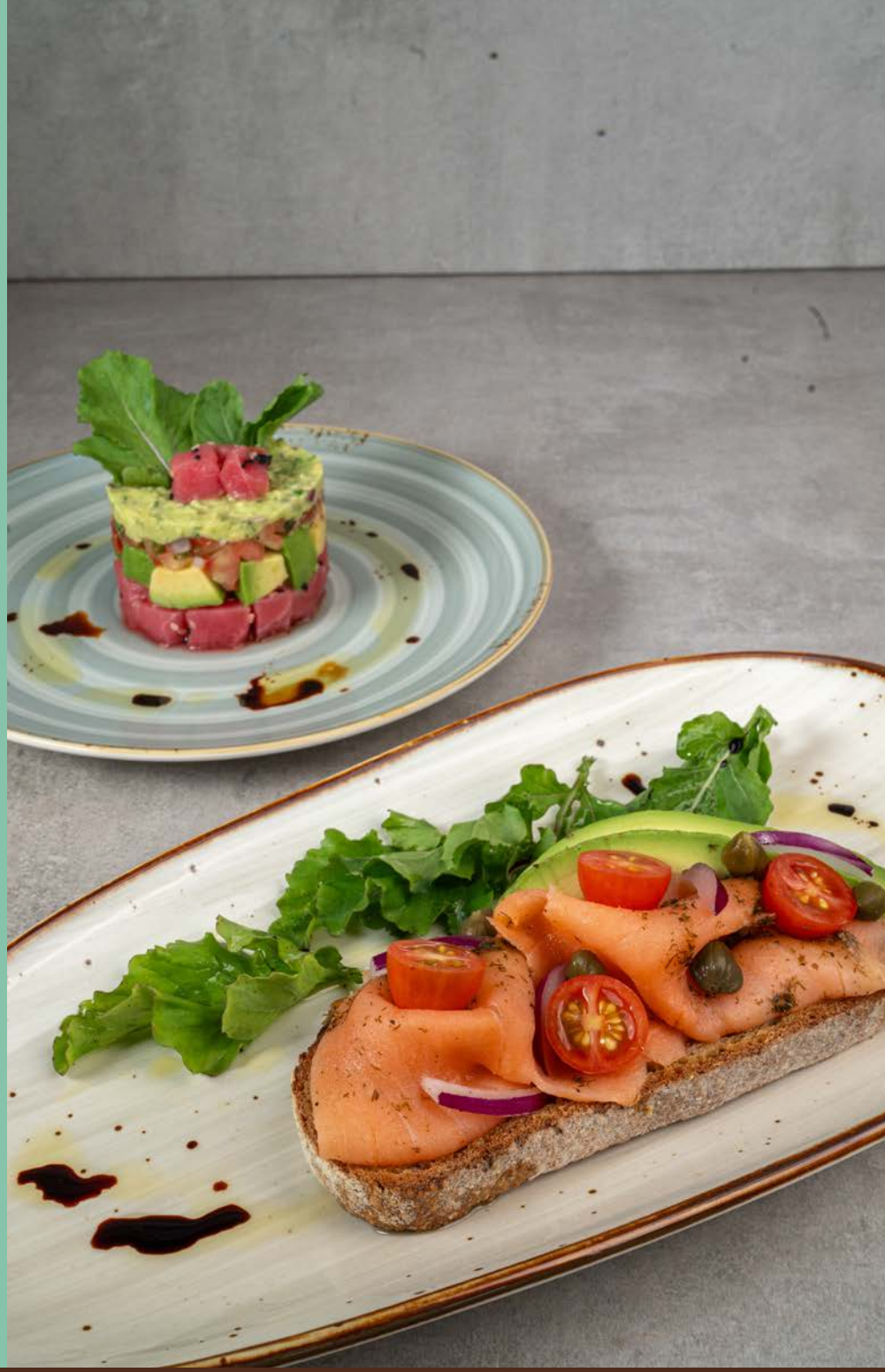
Freshness and Authenticity in Every Experience

Britt Café & Bakery offers an experience that goes beyond the traditional coffee shop. Here, Costa Rican gourmet coffee is the starting point for a complete gastronomic proposal built on three pillars: technique, freshness, and authenticity.

In 2024, the menu was redesigned to reflect the essence of the brand. The result: a robust offering combining expert barista coffee preparation with artisanal bakery crafted on-site under the scratch baking principle. Recipes focus on honest cuisine and real, locally sourced ingredients.

Customer well-being was a key focus of this redesign. New recipes were curated to ensure consistency in experience, ingredient transparency, and the possibility of choice. The menu introduced protein-rich options, lactose- and gluten-free alternatives, and plant-based proposals catering to diverse dietary needs. Refined sugars and artificial additives were reduced, natural sweeteners prioritized, and processes optimized to enable personalized experiences without compromising quality.

Britt Café & Bakery views its menu as a strategic tool for expressing origin, freshness, and creativity. Well-being remains the brand's hallmark, while culinary innovation continues to strengthen emotional connection with every guest.



Innovation at Britt Café & Bakery

Seasonal Beverages

As part of the brand's ongoing innovation, Britt Café & Bakery revamped its seasonal beverage program, aligning it with key dates on the commercial calendar. These creations were developed by in-house barista talent, who took the lead in crafting original recipes using ingredients produced in Café Britt's coffee and chocolate facilities.

This internal innovation model not only maintains high quality and traceability standards but also reflects the brand's commitment to consumer well-being through cleaner profiles and more sustainable processes. The new beverages brought dynamism to the portfolio, strengthened emotional bonds with customers, and proved highly effective in driving traffic and engagement.

These proposals have also been successfully replicated in franchise cafés in Mexico and Chile, demonstrating both operational scalability and strong appeal among consumers who value differentiated, authentic experiences.

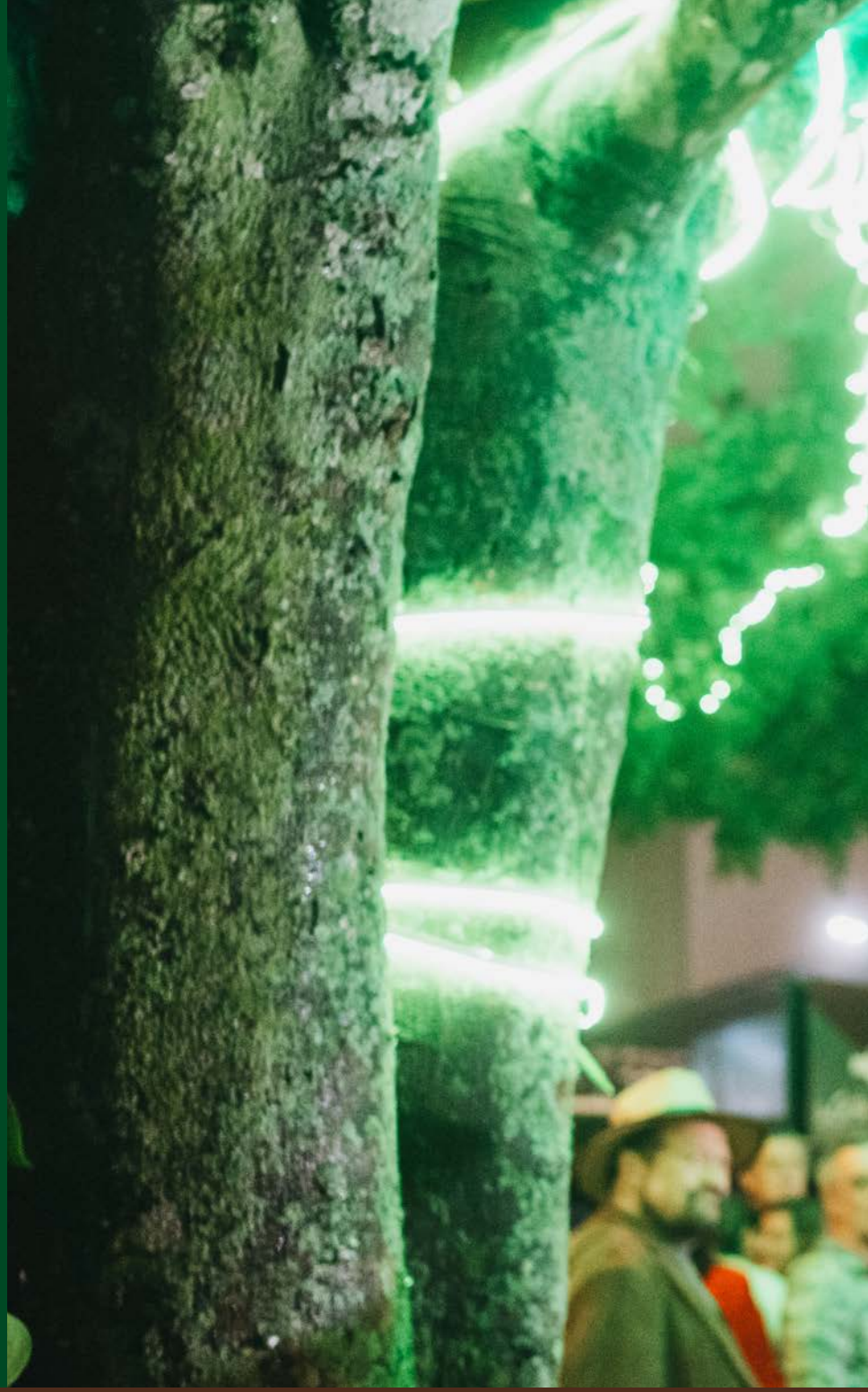
Innovation in the Coffee Tour

¡Viva Costa Rica!

As one of the original experience-based tours in Costa Rica, Britt Coffee Tour has consistently embraced innovation and celebrated coffee culture. In 2024, the company launched ¡Viva Costa Rica!, an immersive theatrical experience that stands out as one of
the most distinctive proposals in the One Day Tours segment in the Greater Metropolitan Area.

This new format connects visitors with Costa Rica's most iconic cultural expressions through a dynamic narrative that explores the country's regions — from Barva's traditional masquerades and Guanacaste's folkloric dances to the elegance of traditional costumes that reflect the nation's vibrant identity.

The experience combines theater, live music, folklore, and gastronomy, set within an active coffee plantation, allowing visitors to truly feel the authenticity of Costa Rica's coffee culture. The artistic component — including live performers, local folklore, and stage design — energizes the journey and concludes with a thematic culinary experience celebrating the country's most emblematic dishes.



Café Britt
Ethical Harvest

Economic performance is an essential pillar to ensure the continuity of any business. Cosecha Ética represents the commitment to generate solid financial results transparently, enabling sustainable investment in innovation, human talent, and responsible environmental practices. Our approach is based on a clear premise: a financially robust company is better prepared to adapt to changing environments, seize market opportunities, and manage risks with agility. Under this vision, Cosecha Ética articulates the management and governance mechanisms that ensure the responsible use of resources and the creation of value.

The Cosecha Futuro strategy finds its economic engine within this pillar. The results achieved reflect the execution of strategic projects, the strengthening of operations and sales channels, and the consolidation of initiatives that enhance competitiveness and position Café Britt as a leading gourmet brand in both domestic and international markets.

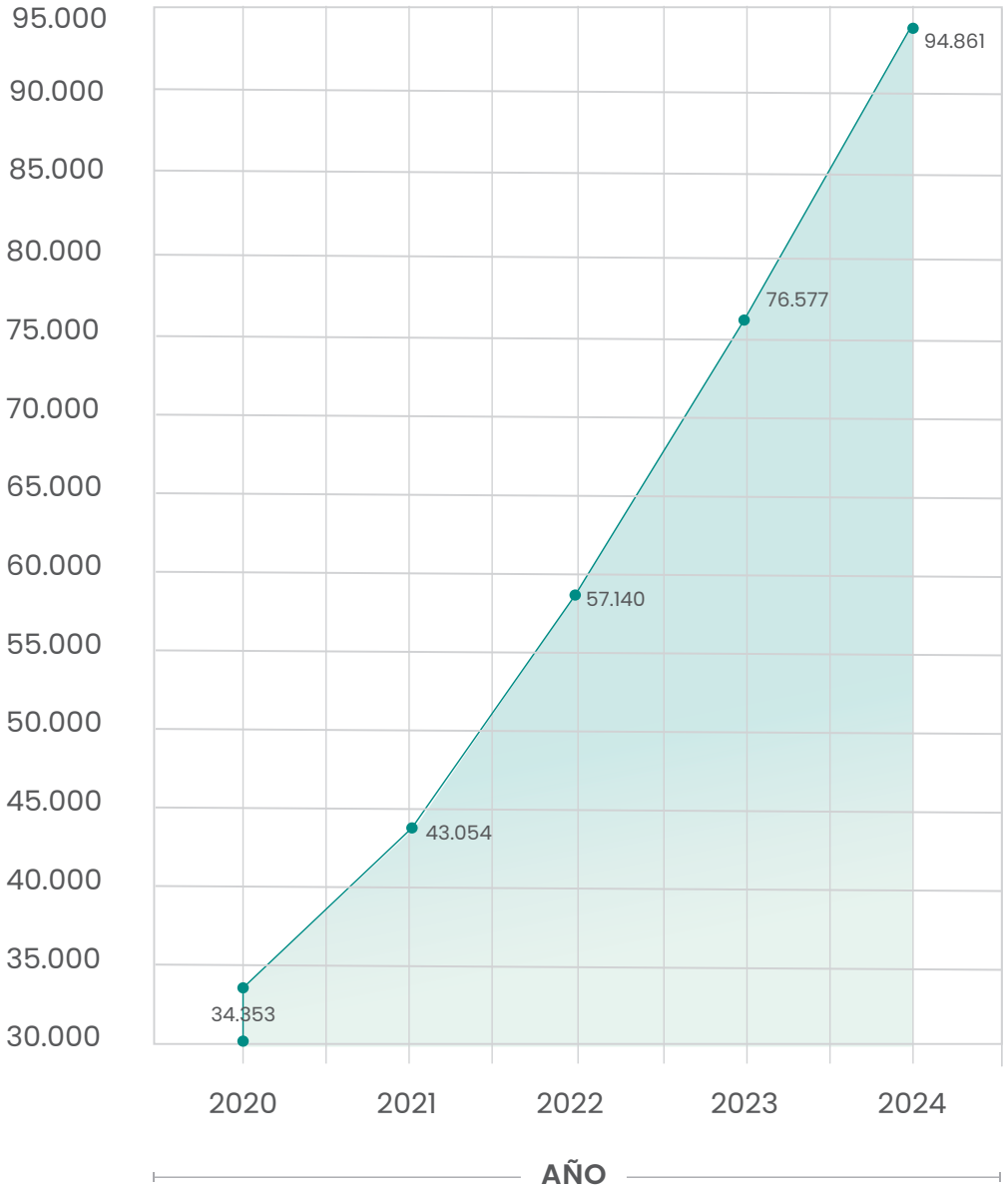
This chapter presents the company's key 2024 financial results, its relationship with the National Stock Exchange, the structure of economic governance, the main risks and opportunities identified, and the indirect economic impact generated by our operations.

Financial
Results

In **2024**, Café Britt achieved extraordinary financial performance, with **23.9% year-over-year revenue growth**, surpassing USD **94 million**.
This progress reflects not only the strength of our business model but also the ability to
capitalize on strategic opportunities in key segments, maintaining healthy profitability and expanding operations in an environment of diverse macroeconomic challenges.
Several business units delivered outstanding results at year-end. The travel retail channel grew by **22% compared to 2023**, driven mainly by the solid performance of **Morpho Travel Experience**, our sister company under Grupo Arribada. This represented more than **USD 2 million** in additional sales and reinforced this channel as a strategic pillar for the company.
Meanwhile, the **automated machines** division grew **25%**, strengthening our presence in **Office Coffee Service, convenience, and HORECA** segments with an integral model that combines technology, efficiency, and gourmet quality. The **Coffee Bar** unit also achieved exponential growth, increasing revenues **fourfold compared to the previous year**. Together, these units contributed **27% of total sales growth** for the year.
The **e-commerce** channel maintained steady growth, confirming its position as a constant revenue generator and a key driver for diversification and digital reach expansion. At the asset level, total assets increased from **USD 83 million in 2023 to USD 100.5 million in 2024**, representing a 21% year-over-year increase. This achievement was driven by strategic investments in infrastructure, technology, and proprietary channels.
CAPEX investments represented **16% of total purchases**, reinforcing infrastructure to sustain future growth. This strong performance was achieved under strict operational control and prioritized investments in **innovation, infrastructure, and human talent**.
With a **solid financial position** and several consecutive years of double-digit growth, Café Britt continues to expand its commercial footprint, strengthen competitiveness, and build a foundation for sustainable long-term value creation.

Ingresos Anuales
de actividades ordinarias

Expresado en miles de dólares (USD 000s)



National Stock Exchange
and Financial Transparency

Café Britt is part of the Costa Rican stock market through its listing on the **National Stock Exchange (BNV)**. The company has maintained a presence for more than **15 years** across three distinct periods, with the most recent beginning in **2022** and remaining active.

Being listed on the BNV means being part of a vision that drives the country's economic growth, demanding ongoing commitments to transparency, good corporate governance, and financial discipline. This requires compliance with rigorous reporting processes for financial and non-financial information, external audits, and the public disclosure of relevant events to the **General Superintendency of Securities (SUGEVAL)**—strengthening the trust of investors, commercial partners, and stakeholders.

Our presence in the BNV reflects a commitment to **high standards of management and accountability**, presenting **audited financial statements** under **IFRS** and publishing them through official channels. This regulatory framework ensures the traceability of our operations and promotes informed decision-making across the company.

In **2024**, Café Britt submitted **10 financial reports**, including quarterly and annual audited statements supported by **Deloitte**. All were delivered on time, meeting all regulatory requirements. This discipline reinforces our organizational culture of transparency and accountability.

Remaining in the BNV is a key factor for access to formal financing mechanisms, improving governance, and aligning internal practices with the principles of our **Cosecha Futuro** strategy.

Economic Risks and Opportunities

At Café Britt, **risk management** is an essential component of corporate governance and a key enabler for long-term sustainability.
The company has a structured framework to identify, evaluate, and address risks that could affect the achievement of strategic and operational objectives, aligned with our risk profile and business strategy.

The methodology includes an analysis of each risk's probability and impact—both **inherent (uncontrolled)** and **residual (controlled)**. Results are consolidated in the **Comprehensive Risk Management Matrix**, which categorizes risks into extreme, **high, medium, or low** levels to guide strategic decision-making.

In 2024, Café Britt's residual risk profile concluded as follows:

Low to Medium	High	Extreme
97	3	0

All identified risks are managed with at least one control activity, totaling **236 implemented measures**.

Beyond mitigation, this approach allows us to transform risks into **economic opportunities**. By strengthening controls in areas such as information technologies and regulatory compliance, we not only protect the current value of our business but also enable new avenues for growth.

Governance
and Economic Performance

Sustained growth in a company requires internal structures that facilitate strategic decision-making to ensure the efficient use of resources and compliance with ethical and financial principles.

At Café Britt, economic governance is supported by formal decision-making mechanisms that ensure the integrity and strategic alignment of our operations. Economic and financial management is overseen through specialized committees made up of senior management and leaders from key areas, which meet at established intervals to review results, approve investments, and define priorities.

Key business decisions are channeled through the Executive Team, which is composed of Senior Management and is responsible for:

- **Approving budgets, investments, and forecasts.**
- **Monitoring critical business indicators.**

This committee is supported by periodic reports prepared by the finance team and maintains ongoing coordination with the holding company, Grupo Arribada, to ensure regional alignment and the evaluation of corporate-level opportunities.

In the ethical and regulatory sphere, the company has Ethics and Audit Committees responsible for ensuring compliance with the Code of Ethics and company procedures, as well as for reviewing matters such as anonymous complaints received through official channels, conduct not aligned with the Code of Ethics, and situations that may affect organizational integrity.

Currently, the CEO of Café Britt participates in Grupo Arribada's Sustainability Committee, a forum for reviewing results and driving ESG-related innovation across all companies within the Group.

Strategic Alliances and Affiliations

Café Britt maintains strategic relationships with a variety of public, private, and social entities that add value to the organization's management. These alliances facilitate the generation of sector-specific knowledge, business positioning platforms, training opportunities, technical support mechanisms, and opportunities to expand the reach of social programs.

Throughout 2024, the company continued its active participation in national industry associations related to the coffee sector, tourism, and foreign trade, as well as with civil society organizations. The following entities represent a sample of the most relevant alliances as of year-end:

Industry Association Participation
Access to information, technical services, and dissemination related to the national coffee sector.

Biodiversity Alliance
Support for conservation, research, and rehabilitation projects focused on wildlife and their ecosystems.

Social Alliance
Support and co-creation of community development and cultural projects in vulnerable areas.

Institutional Alliance
Coordination on sustainability and tourism-related matters.

Industry Association Participation
Strengthening the tours and cultural experiences segment.

Membership
Promotion of sustainable practices within the tourism sector.

Promotion
Support for positioning the Country Brand.

Transparency
and Business Ethics

Café Britt maintains a firm commitment **to ethical conduct and transparency** across all operations.
These principles are the foundation for building trust-based relationships with employees, clients, suppliers, partners, and shareholders.
We have a **Code of Ethics** that defines the behavioral standards expected from all employees, including principles such as:

- **Integrity.**
- **Mutual respect.**
- **Responsible resource management.**
- **Conflict of interest prevention.**
- **Zero tolerance for corruption.**

This document is part of our onboarding and continuous employee training programs.

During 2024, more than 90% of our staff received training in Ethics and Compliance.

The company provides **confidential and accessible channels** for reporting irregularities—available through in-person, digital, and telephone means for both internal and external stakeholders.

As part of continuous improvement, **72 reports** were managed throughout the year, including consultations, suggestions, and complaints. Most were addressed through digitalor telephone channels, allowing the identification of opportunities for improvement and risk mitigation.

Finally, financial transparency reinforces our ethical approach. Café Britt publishes its financial reports regularly, in accordance with **National Stock Exchange** standards.

Indirect Economic Impact

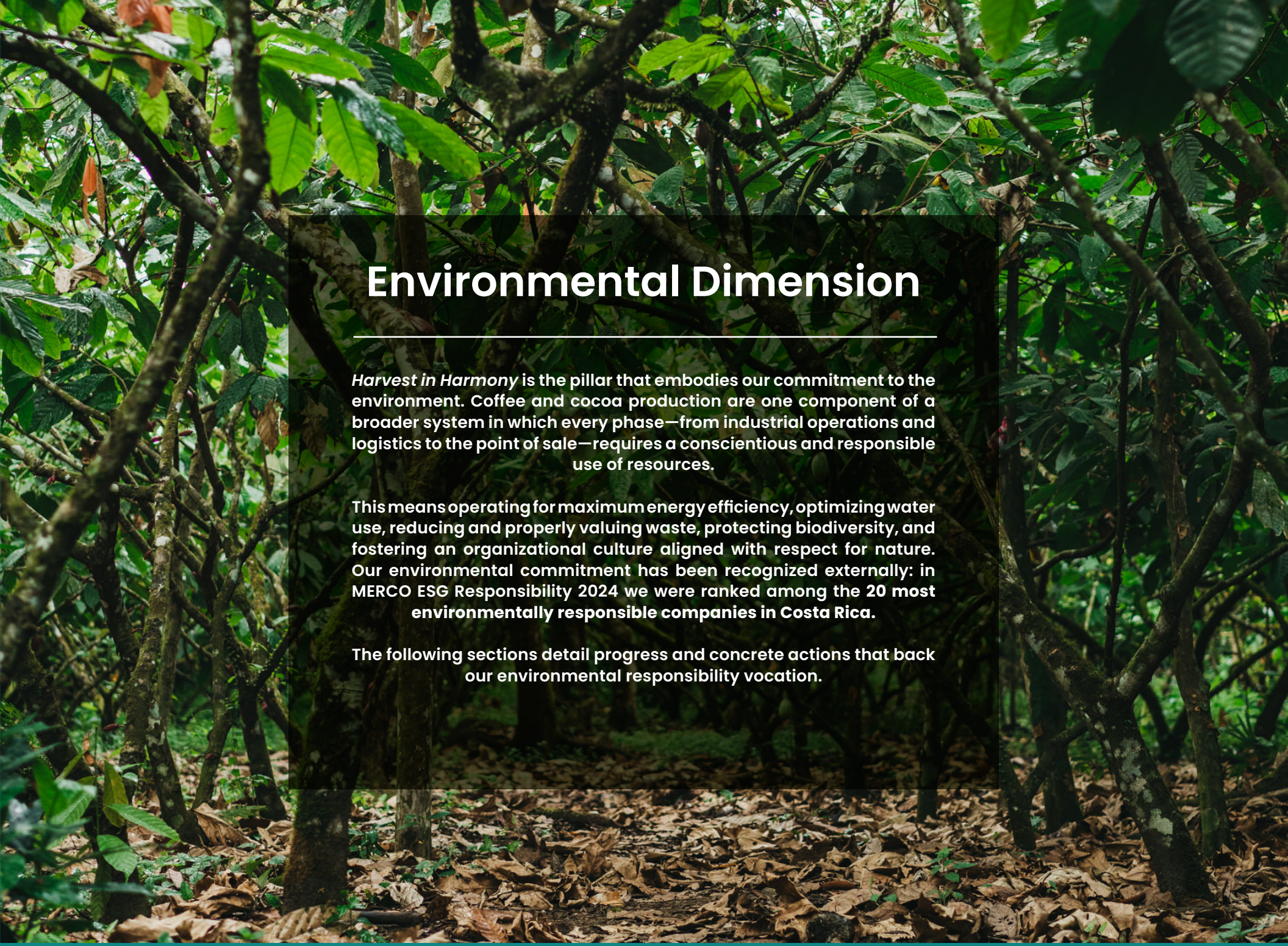
Café Britt's economic reach extends beyond direct business activity, reflected in a strong network of relationships with **producers, suppliers, and communities** across multiple countries.
Our operations have a positive impact on **thousands of coffee producers** in Costa Rica, Peru, Colombia, Brazil, and Mexico—generating productive linkages that promote the **sustainability of local economies**.

To meet our cocoa demand, we ensure that our **supply chain follows the best ethical and production practices** across all stages—from cultivation and harvesting to nib manufacturing, packaging, and distribution. Beyond coffee and cocoa, we work with **over 340 additional suppliers**, spanning diverse categories of goods and services, thereby strengthening economic sectors in all our operating countries.

This collaborative ecosystem not only guarantees the consistency of our products but also multiplies our **indirect economic** impact by stimulating local economies, fostering employment, and promoting innovation across the value chain. Aligned with our Cosecha Futuro strategy, we remain committed to contributing to the progress of the communities where we operate—understanding that our corporate growth is intrinsically linked to the **well-being and sustainable development of our partners.**

COSECHA FUTURO

Café Britt
Harvest in Harmony



Environmental Dimension

Harvest in Harmony is the pillar that embodies our commitment to the environment. Coffee and cocoa production are one component of a broader system in which every phase—from industrial operations and logistics to the point of sale—requires a conscientious and responsible use of resources.

This means operating for maximum energy efficiency, optimizing water use, reducing and properly valuing waste, protecting biodiversity, and fostering an organizational culture aligned with respect for nature. Our environmental commitment has been recognized externally: in MERCO ESG Responsibility 2024 we were ranked among the **20 most environmentally responsible companies in Costa Rica.**

The following sections detail progress and concrete actions that back our environmental responsibility vocation.

1. Responsible Production & Consumption

Environmental responsibility at Café Britt extends to the way we conceive and craft products and experiences around coffee and chocolate. This commitment is reflected in our long-standing track record of adopting certifications that validate the quality of our processes, the responsible sourcing of our raw materials, and the positive impact we strive to generate within communities and ecosystems.

Each certification represents a standard that guides our practices, ensuring that the enjoyment of our products is accompanied by genuine respect for people and the planet.

The following pages detail how these certifications strengthen our responsible management and reinforce the trust of those who choose Café Britt.

FSSC 22000:
Food Safety Management

The **FSSC 22000** certification is the core of our **Quality and Food Safety Management System**, ensuring that every stage of coffee and chocolate production complies with the highest international standards. This framework integrates ISO 22000 with prerequisite programs (PRPs) and additional requirements, guaranteeing that our products reach consumers with the highest quality and safety.

In 2024, the system was evaluated through two key audits: an internal integral audit to verify full compliance with ISO 22000 and regulatory requirements, and an external audit—successfully passed.

In parallel, we strengthened our teams through specialized training. Staff participated in sessions on Good Manufacturing Practices, PRPs, Hazard Analysis and Critical Control Points (HACCP), food defense and food fraud prevention. Our Operations team completed PCQI training under the **U.S. Food Safety Modernization Act (FSMA)**, raising our capability for FDA compliance.

2024 evaluation highlights and improvements:

1. Implemented a **risk-based methodology** in microbiology, metrology, and sanitation programs, prioritizing critical controls.

2. Updated **HACCP analyses** in coffee and chocolate processes, incorporating scientific and global incident references.

3. Established a **sensory survey protocol** for quality and safety culture to measure perceptions, attitudes, and behaviors.

These actions strengthen Britt's leadership in food safety, ensuring a robust, adaptable system that evolves with market challenges and international regulation.

ISO 14064-1: Greenhouse Gas Management & Verification

Café Britt has measured, managed, and verified its **carbon footprint in Costa Rica** for ten consecutive years under **ISO 14064-1**. This international standard sets the rules for the quantification and reporting of GHG emissions and removals, enabling precise, transparent management and timely action on climate change.

In 2024, the main emission sources in operations remained **LPG, electricity, and fuels**. Scope 1 and 2 emissions were **1,100.20 tCO_2e**, up 4.2% from 2023 (1,138.17 tCO_2e verified), while **emissions per unit of roasted coffee** decreased to **0.3595 $kgCO_2e/kg$**, down from **0.4278** in 2023—reflecting efficiency and process optimization gains.

Año	Emisiones totales (tCO_2eq)	Emisiones por ud de café tostado ($kgCO_2eq/kg$)
2020	586.35	0.2973
2021	686.00	0.2896
2022	690.15	0.2804
2023	1,138.17	0.4278
2024	1,100.20	0.3595

As a milestone, in 2024 we documented **Scope 3** categories for the first time, totaling **4,297.57 tCO_2e**. The inventory included **2,164.32 tCO_2e** from coffee farm production, **1,889.19 tCO_2e** from green coffee transport to the plant, and **243.73 tCO_2e** from packaging. We also advanced in **Life Cycle Analysis (LCA)** for products. With compensation schemes, we reinforced our neutrality commitment.

External verification by **INTECO (2024)** confirmed completeness and correctness, meeting **Costa Rica's Carbon Neutrality 2.0** requirements and earning the **"Carbon Reduction"** recognition.

The Essence of Organic Coffee

Our commitment to responsible production dates back to **1989,** when we pioneered the production of **certified organic roasted coffee** (since **1991**), setting a milestone in the industry. Today, with **36+ years** in this field, we continue to strengthen this line. Strategic allies for this certification include **Coto Brus (Puntarenas)** and **Tarrazú de Aserrí (San José)**.

Año	Café verde orgánico (kg)	% de la compra total de café
2020	41,437.65	2%
2021	74,661.00	2%
2022	51,758.86	2%
2023	70,235.86	2%
2024	52,078.46	2%

USDA Organic certification ensures the coffee is grown **without synthetic agrochemicals**, protecting soil health, water sources, and biodiversity. It guarantees that each cup comes from farms that meet international standards, reinforcing trust in traceability and sustainability across our supply chain.

LEED Certification

In **2019**, our **Corteza Corporate Center** obtained **LEED Platinum**, the highest level from the U.S. Green Building Council for buildings that meet rigorous sustainability standards.

The project scored **81/110** points across energy efficiency, responsible water management, indoor environmental quality, sustainable material selection, and spaces designed for biodiversity and community.

Key Results by Area

Área Clave	Principales logros
Energy	471 solar panels achieved >100% of the projected cost savings.
Water	77.6% less potable water used for irrigation; 56% of wastewater treated and reused.
Biodiversity	Adapted night lighting to protect local wildlife; species conservation plans with reforestation and nurseries.
Materials	>21% of inputs are regional; recycling and reuse during construction.
Community	Design that avoids visual pollution and respects the natural scenery, integrating with the environment.

CST Certification & Essential
Costa Rica Country Brand

The Sustainable Tourism Certification (CST) by the Costa Rican Tourism Institute (ICT) and the license to use the "Essential Costa Rica" country brand validate our compliance with rigorous environmental, social, and quality standards. They position us as a benchmark for responsible tourism.

More than **11 million people** have experienced Costa Rican coffee culture through our **Britt Coffee Tour**—an experience that blends education, entertainment, and sustainability. In a nation where **ecotourism** is a differentiator, our brands and experiences serve as **ambassadors of sustainability**, conveying conservation values, authenticity, and hospitality.

Both CST and the Country Brand enhance our capacity to attract visitors, strengthen alliances with the tourism sector, and contribute to Costa Rica's international reputation.

esencial®
COSTA
RICA

the ability to attract visitors, strengthen partnerships within the tourism sector, and contribute to Costa Rica's international reputation.

2. **Environmental Best Practice** in Energy, Water & Waste

La gestión ambiental en Café Britt se sostiene sobre un enfoque que busca maximizar la eficiencia en el uso de recursos y minimizar los impactos asociados a nuestras operaciones. Las buenas prácticas que implementamos en materia de energía, agua y residuos combinan innovación, disciplina operativa y participación activa de nuestros equipos, garantizando que las mejoras sean medibles y sostenibles en el tiempo. En las siguientes páginas se presentan las acciones y resultados más relevantes alcanzados durante 2024.

Energy Efficiency

Efficient energy use is a cross-company priority for its cost impact and its role in decarbonization. We implement measures that optimize consumption in industrial processes, offices, distribution centers, and retail, integrating efficient technologies and monitoring systems for precise resource control.

In 2024, we continued upgrading equipment and processes by:

Modernizing lighting systems

Incorporating automated controls

Renewing machinery in Coffee and Chocolate Plants

These actions, together with prioritizing **low-consumption technologies,** reduced total energy spend increased the share covered by **renewables**, reinforcing coherence with our decarbonization goals.

Renewable Energy

Clean energy has been part of our operations since **2019**. Britt currently operates **1,668 solar panels** across main sites, significantly reducing operating costs from electricity consumption. In **2024**, total generation at **Corteza Corporate Center** and the **Coffee & Chocolate Plants** reached **1,007 MWh**—enough to drive an electric vehicle around the planet **167 times**.

Solar Generation (MWh)						
Sitio	2019	2020	2021	2022	2023	2024
Corteza Corporate Center	36	215	209	196	222	203
Chocolate Plant	-	-	-	48	492	429
Coffee Plant	-	-	-	37	379	375
Total Annual	36	215	209	281	1093	1007

Este modelo no solo reduce el impacto ambiental de nuestras operaciones, sino que también se ha consolidado como una guía para el desarrollo futuro de infraestructura: todo nuevo proyecto contempla desde su etapa de diseño la instalación de paneles solares, asegurando que la eficiencia y la energía renovable sean parte integral de nuestra expansión.

Fuel Use

Fuel control and optimization reduce environmental impact and support decarbonization. Key levers: **fleet efficiency**, production planning, equipment modernization, and adoption of **cleaner technologies**.

- Internal operations: product transport between plants and DCs; operation of indirect-use equipment.
- External operations: national and international distribution logistics and vendor service support.

Main fuels: LPG, diesel, and gasoline (mostly for the vehicle fleet). LPG is essential for plant processes; diesel is used mainly for backup generators and freight.

Fuel Consumption (liters)	2020	2021	2022	2023	2024
LPG	310,291	367,058	457,324	556,754	558,324
Diesel	4,029	4,814	5,230	7,176	6,420
Gasoline	19,111	28,383	25,453	18,948	12,456

As part of our reduction strategy, we advanced the transition to **100% electric vehicles** in logistics operations. By report close, the electric fleet had traveled **253,421 km**, avoiding **48.878 tCO_2** compared to combustion vehicles.

Water Consumption, Reduction, and Management

Responsible water management is an operational commitment that covers efficient consumption, system maintenance, and final discharge, ensuring this essential resource is used sustainably and returned to the environment in line with the highest standards.

Regarding water use, the reported figures reflect a dynamic behavior tied to production activity and the global context:

Year	2020	2021	2022	2023	2024
Consumption (m^3)	18,250	19,860	25,285	24,769	23,013

The increase from 2021 to 2022 was mainly due to higher production driven by the reactivation of the global market and post-pandemic stabilization. After that peak, the organization progressively reduced consumption in 2023 and 2024 by consolidating best practices in water efficiency and ensuring more controlled operation ahead of the expansion of production.

Our operations include Wastewater Treatment Plants (WWTPs) that are monitored daily by the Maintenance area to ensure optimal performance. These plants apply a process of chemical neutralization, chlorination, sedimentation, and constant treatment so the treated effluent meets environmental standards before being returned to the environment.
Aligned with our circular-economy approach, the sludge generated by the WWTPs is used for composting on a coffee farm in Ochomogo, Cartago. Instead of being landfilled, this by-product becomes a useful resource for soil regeneration.

We also maintain rigorous control over grease residues generated in our food operations. At Britt Café & Bakery, grease traps are cleaned monthly; these residues are sent to a specialized WWTP located in Alajuelita for safe treatment. Used cooking oil is delivered to an authorized provider who transforms it into biofuel products. In 2024, **821 kg** of oil were delivered, preventing this residue from reaching water sources. Since **one liter of oil can contaminate up to 1,000 liters of water**, the oil delivered represents the prevention of contamination of **more than 821,000 liters of water**, equivalent to the **average annual consumption of about 4,100 people in Costa Rica.**

Circularity and Waste Valorization

At Café Britt, waste management follows circular-economy principles. The increase in recovery of materials such as coffee and chocolate packaging and coffee capsules shows our ability to innovate and create value for the environment. Each material entering our operations is managed under a circular approach, always seeking a destination other than a sanitary landfill. This effort has enabled the volumes of recycled materials to grow year after year, reflecting improvements in production. Beyond "recycling more," our goal is to
generate fewer wastes at the source and ensure that existing ones are efficiently integrated back into productive cycles.

A strategic pillar of this management is our alliance with CRDC–Pedregal, whose RESIN8™ technology converts previously non-recoverable wastes into a material used in construction. Thanks to this collaboration, since 2023 materials that once had no outlet now have a valorization pathway within an innovation process that turns waste into concrete, durable solutions aligned with circularity.

Recycled materials (tons)	2022	2023	2024
Aluminum	0.5	0.8	0.8
Capsules	0.8	1.1	1.7
Cardboard	40	56	65
Scrap metal	10	15	25
Electronics	2.5	1.2	4.5
Packaging	-	2.5	16.5
Plastic	5.5	4.3	5.8
Total	59.25	80.85	119.25

Among the most representative recycled materials is cardboard, an essential input for packing and distribution. Its high participation within recycling flows reflects the magnitude of our operation, but it also presents a challenge: cardboard volume has a significant impact on resources and energy. For this reason, we have set specific targets to reduce waste generation in this category, betting on more efficient packaging design and better logistics planning that minimizes input consumption.

Responsibility in the Value Chain

Value chain management at Café Britt is guided by a key principle: **every purchasing and sourcing decision must integrate innovation and sustainability** into its strategic criteria. Our **Supply Chain** team plays a central role by researching, evaluating, and continuously investing in solutions that drive operational efficiency and reinforce corporate responsibility.

We introduced **reusable plastic totes** with a minimum lifecycle of **250 uses**—a concrete tactic to reduce **cardboard**, one of our most used materials. With **4,443 totes** currently in circulation and a reuse potential of **over 11.2 million boxes** across their useful life, we expect significant savings in natural resources and waste reduction.

In parallel, we maintain **approval processes** for packaging materials and other critical inputs based on environmental performance, efficiency, and durability criteria. This ensures product quality and shelf life while aligning the portfolio with sustainability.

Café Britt's vision is to use **innovation in the value chain** as an organizational capability: from design and process selection to supplier choice, guided by the same philosophy that inspires our environmental and social responsibility. This approach aligns with the company's identity and the execution of our **Harvest the Future** strategy.

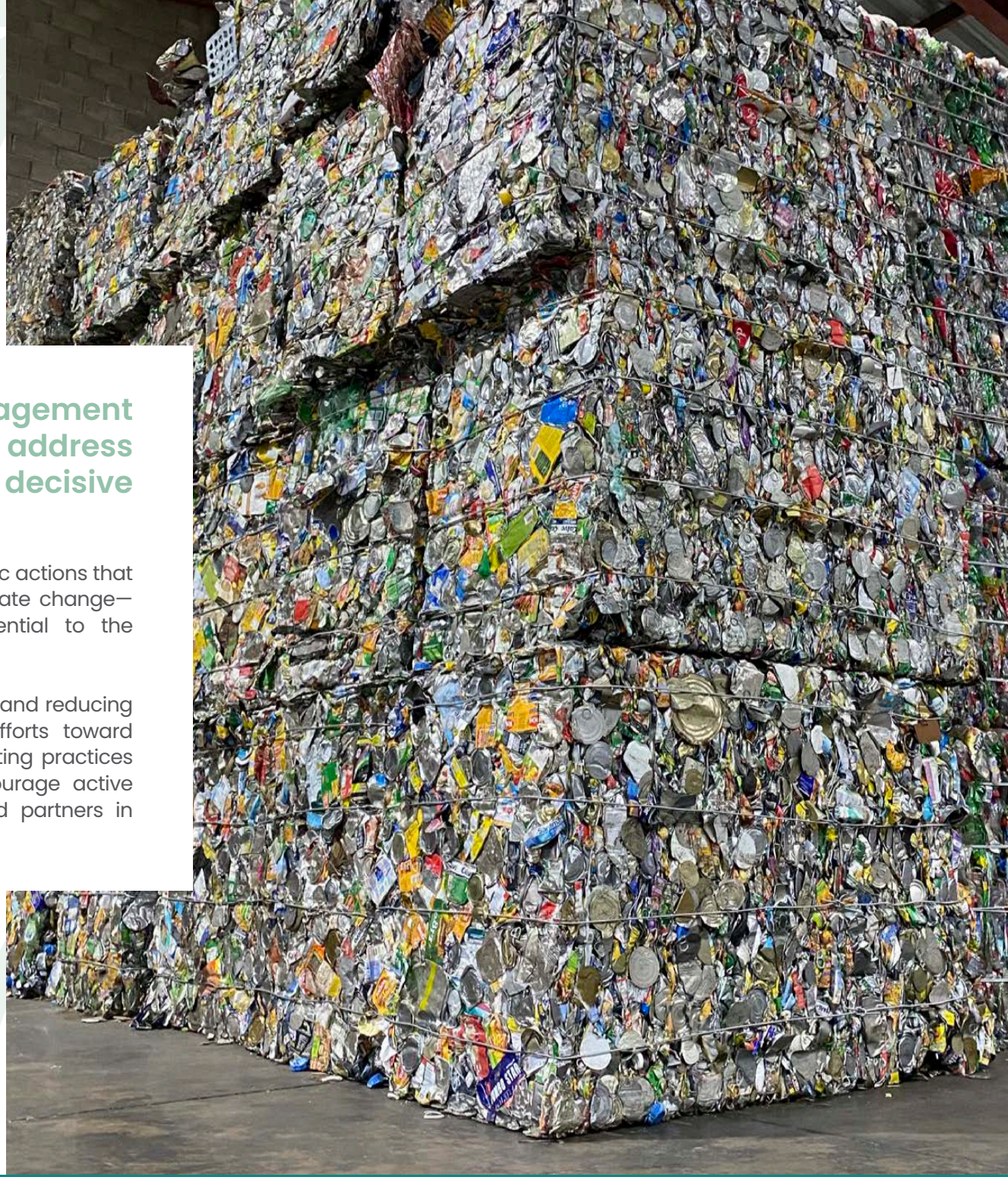
POR FAVOR DEVOLVER
ESTA CAJA A CAFÉ BRITT
PARA REUTILIZAR
Britt
By returning this box,
we can reuse it and be
friendly to the environment.

3. Biodiversity and Climate **Change Management**

Café Britt's environmental management goes beyond daily operations to address global challenges that demand decisive and sustained action.

This pillar brings together commitments and strategic actions that directly and indirectly impact biodiversity and climate change—understood as interdependent components essential to the sustainability of ecosystems and business resilience.

From protecting local fauna and flora to measuring and reducing our carbon footprint, the company directs its efforts toward climate change mitigation and adaptation, integrating practices that promote responsible consumption and encourage active participation from collaborators, communities, and partners in initiatives that benefit the planet as a whole.

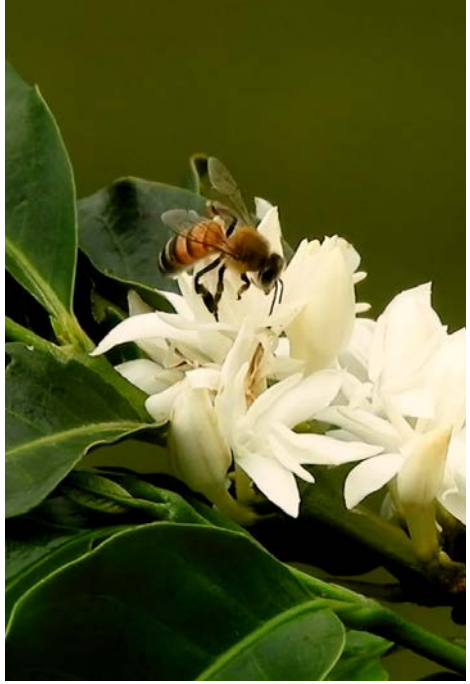


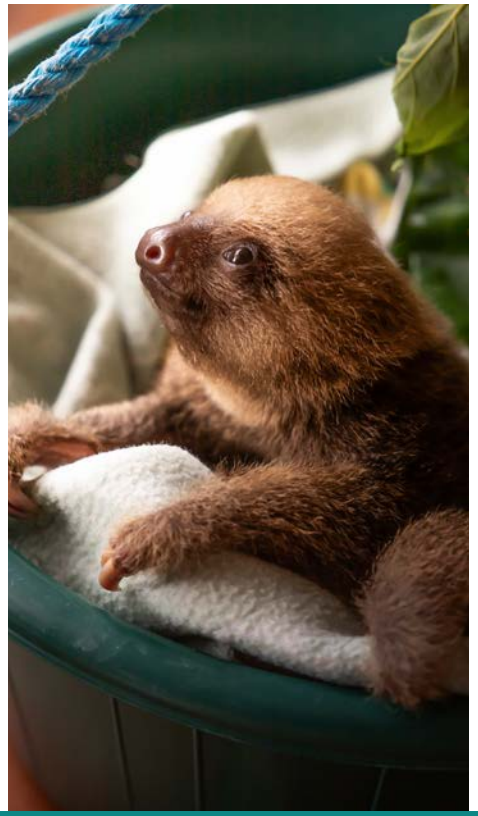
Biodiversity

Biodiversity is a natural and indispensable asset for the sustainability of Café Britt and for the global population in general — both for its role in the production of coffee and cacao, and for its intrinsic value in maintaining ecosystem balance. Our commitment takes shape through concrete actions that combine conservation, restoration, environmental education, and the development of products that act as ambassadors of nature.

Protection of Local Fauna and Flora

We implement measures to minimize the impact on wildlife, such as night-friendly lighting, landscaping with native species, and the creation of internal biological corridors that facilitate the movement of birds, mammals, and pollinating insects. In 2024, six direct actions were carried out related to fauna, interacting with daily operations in a way that ensured safe and successful outcomes for all species involved.



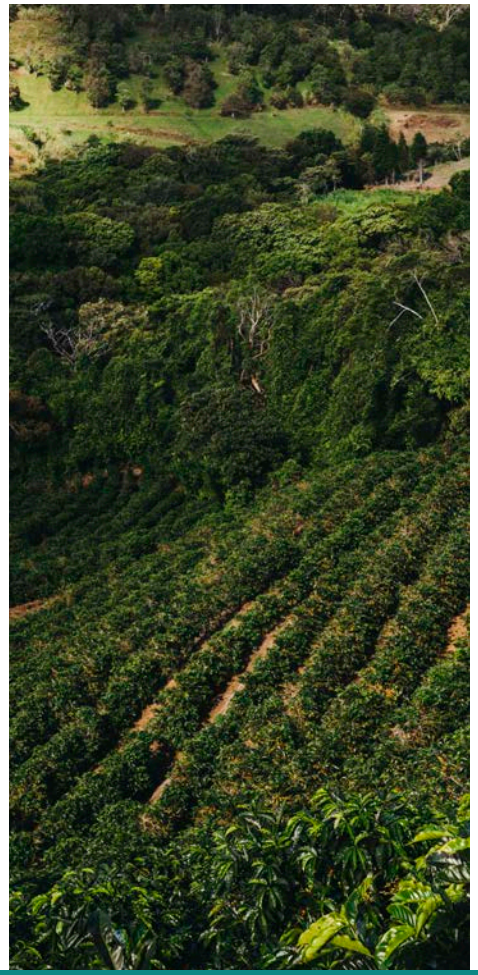


Ecological Restoration

We actively participate in reforestation and habitat restoration programs, prioritizing native species with high ecological value. In 2024, through corporate volunteer initiatives, 170 native trees were planted in coastal and riverside areas, strengthening ecosystem resilience and carbon-capture capacity. The creation of a nursery at our central offices also facilitated logistics to obtain trees—we now have more than 400 native species seedlings of different characteristics to support future reforestation projects.

Sustainable Management of Inputs and Resources

We prioritize the sourcing of coffee and cacao from farms that apply good agricultural practices that conserve soil, protect water sources, and maintain habitats for wildlife—thus reinforcing ecological connectivity.



Education and Awareness

Our environmental culture is shared with collaborators, clients, and visitors through experiences such as the Coffee Tour, which fosters awareness and protection of biodiversity.

Purposeful Products

Café Britt's commitment to conservation is also reflected in our product lines:

- **Mérito Line:** Highlights scientific research focused on the study and conservation of species.
- **Hábitat Line:** Supports conservation efforts throughout the country, connecting consumers with meaningful environmental purposes.
- **Collaboration with the German Cooperation – GIZ and Auto Mercado to apply the Agricultural Biodiversity Check:** A tool that assesses and integrates biodiversity criteria in business management and agricultural operations within the supply chain.
- **Collaboration with ProParques:** A long-standing partnership that has enabled our collaborators to contribute to the improvement of Costa Rica's National Parks.

Hábitat Line

Created in 2018, Café Britt's Hábitat Line represents a bridge between the enjoyment of coffee and a tangible commitment to the conservation of Costa Rica's wildlife. Through this program, Café Britt makes annual donations not tied to product sales, ensuring consistent and predictable support for partner organizations. These funds are directed toward scientific research, protection and rehabilitation of native species, as well as education and awareness initiatives for national and international audiences.

Over six years, the Hábitat Line has consolidated three coffee editions, each one associated with a species that represents Costa Rican wildlife and an organization dedicated to its protection:

Sloth
The Toucan Rescue Ranch:

Foundation dedicated to the rescue, rehabilitation, and release of sloths, birds, and other wildlife. It promotes research and conservation programs for national and international students and volunteers.

Spider Monkey
Jaguar Rescue Center:

Organization working for the rescue, rehabilitation, and release of wildlife in Costa Rica's Southern Caribbean. It develops education programs for volunteers from around the world.

Scarlet Macaw
Christopher Vaughan, Ph.D. y miembros del Corredor Biológico Paso de las Lapas:

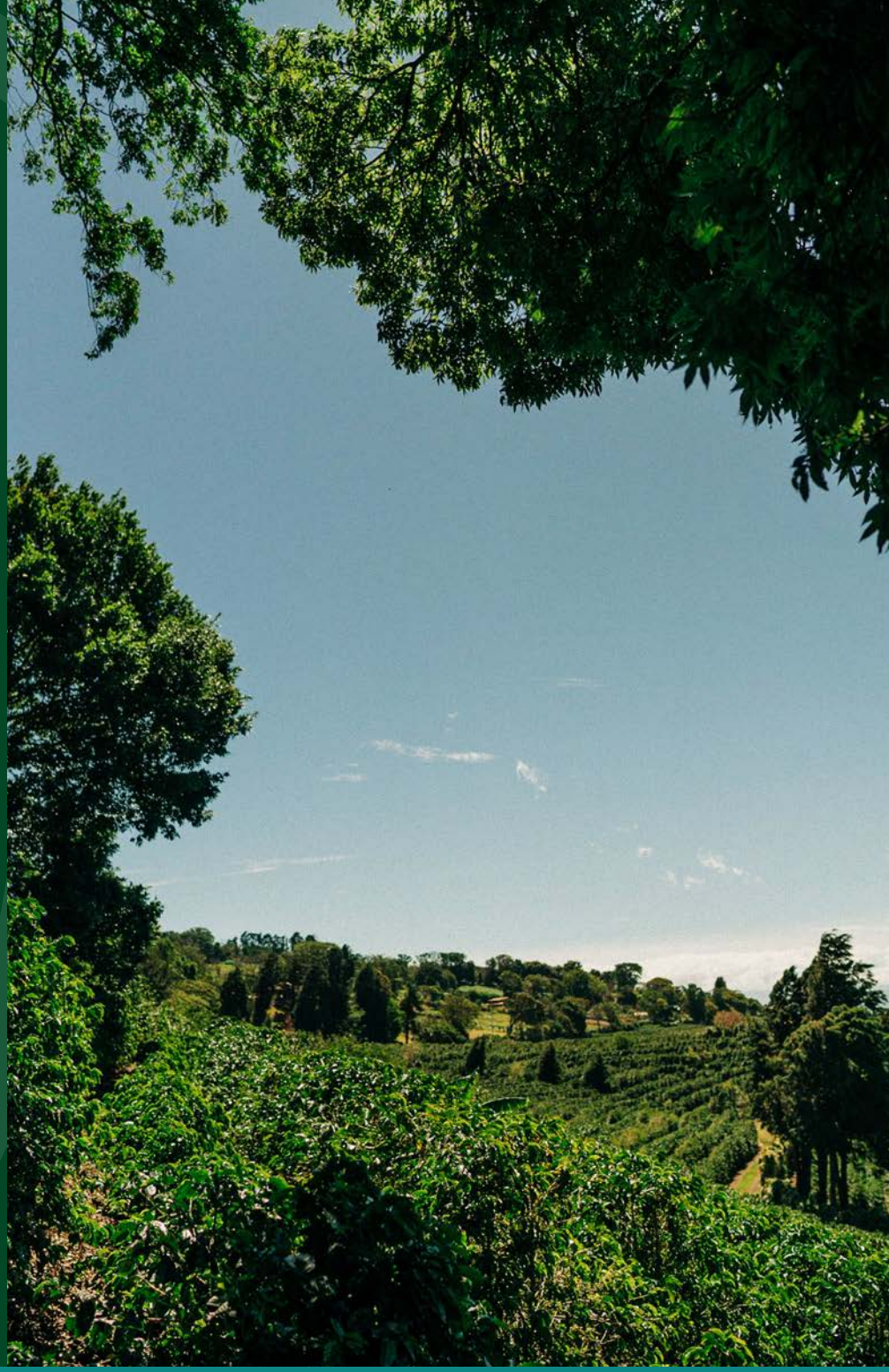
Coordinated initiative that promotes habitat connectivity for the scarlet macaw in Costa Rica's Central Pacific region. Its programs involve local communities committed to the long-term conservation of this species.

Each edition of the Hábitat Line serves as an ambassador of sustainability within the coffee sector, demonstrating how a product can act as a vehicle to protect ecosystems and species, while connecting consumers to real conservation stories.
By the end of 2024, approximately **USD $20,000** were donated to different conservation partners in Costa Rica, reaching a cumulative total of over **USD $100,000** since the program's creation.

Climate Change and Adaptation

Climate change represents one of the main challenges for the planet, the coffee sector, and for Café Britt as an industry leader. Our strategy focuses primarily on adaptation, ensuring that our operations and supply chain remain resilient amid greater climate variability and extreme events.

From the source, when selecting our coffee purchases, we integrate an approach based on good environmental practices in plantations and collaborate with producers who implement soil conservation measures, protection of water sources, and diversification of crops. Likewise, we promote diversification in sourcing by working with coffee from different regions and altitudes. This approach reduces risks associated with droughts, heavy rainfall, and other climate-related events, ensuring stability in both the quality and volume of coffee delivered to our customers.



As part of the industry, we closely follow the efforts of the Coffee Institute of Costa Rica (ICAFE) in researching climate-resilient varieties and promoting agricultural practices that strengthen the adaptive capacity of coffee farms. These innovations help anticipate future scenarios and support coffee growers in transitioning toward more resilient production models.

In our industrial operations, energy efficiency is also a key response to climate change. Improvements made in the roasting process have enabled a reduction of approximately **55 tons of CO_2** in the last year, demonstrating that it is possible to link productivity with emissions mitigation. This effort adds to the installation of renewable energy systems and the ongoing search for technological innovations that optimize energy consumption.

Additionally, as part of the management of economic risks associated with climate change, Café Britt closely monitors the behavior of the **ICE Futures U.S. coffee exchange**, where international coffee prices are set. These prices are increasingly influenced by extreme weather phenomena in producing countries. This monitoring allows us to anticipate strategic adjustments in purchasing plans and in our relationship with coffee-growing partners.

Finally, Café Britt has defined a **corporate goal of reducing emissions by 5% annually**, maintaining continuous monitoring of energy performance across all operations.

This objective reflects our commitment to being an active participant in the fight against climate change, advancing simultaneously in both **adaptation and mitigation strategies**.

Peruvian Coffee, Authentic and Sustainable

In Peru, **100% of the coffee we source** comes from farms that implement good agronomic practices, with a significant portion also **certified under the Rainforest Alliance standard**.

We offer **Pachamama**, an organic coffee that honors the values and principles of the **Incan cosmovision**, highlighting our connection with the land and the producing communities.

Promoting the Coffee Culture in Chile

In Chile, for several years we have been driving **innovation in coffee consumption**, bringing our **automatic coffee machines**, including the **Coffee Bar format**, to hotels, offices, metro stations, restaurants, and cafés.

Through this initiative, we bring the **best gourmet coffee from Peru and Costa Rica** closer to people, generating **sustainable and high-quality experiences**.

COSECHA FUTURO

Café Britt
Harvesting Well-Being

For Café Britt

it is clear that no strategy can be sustained over time without **continuous investment in people.** That is why **Cosecha Bienestar** (Harvesting Well-Being) guides our social management through a clear perspective: to **strengthen the development and opportunities** of those who are part of the company and to **generate valuable connections** with the communities around us.

This chapter closes our results report with a focus on the most relevant social topics. We believe that well-being must be reflected in **decent working conditions, professional growth opportunities, safe environments**, and **labor relations grounded in mutual respect**.

We also share our ongoing efforts and relationships with the broader social environment through initiatives aligned with our needs and capacities.

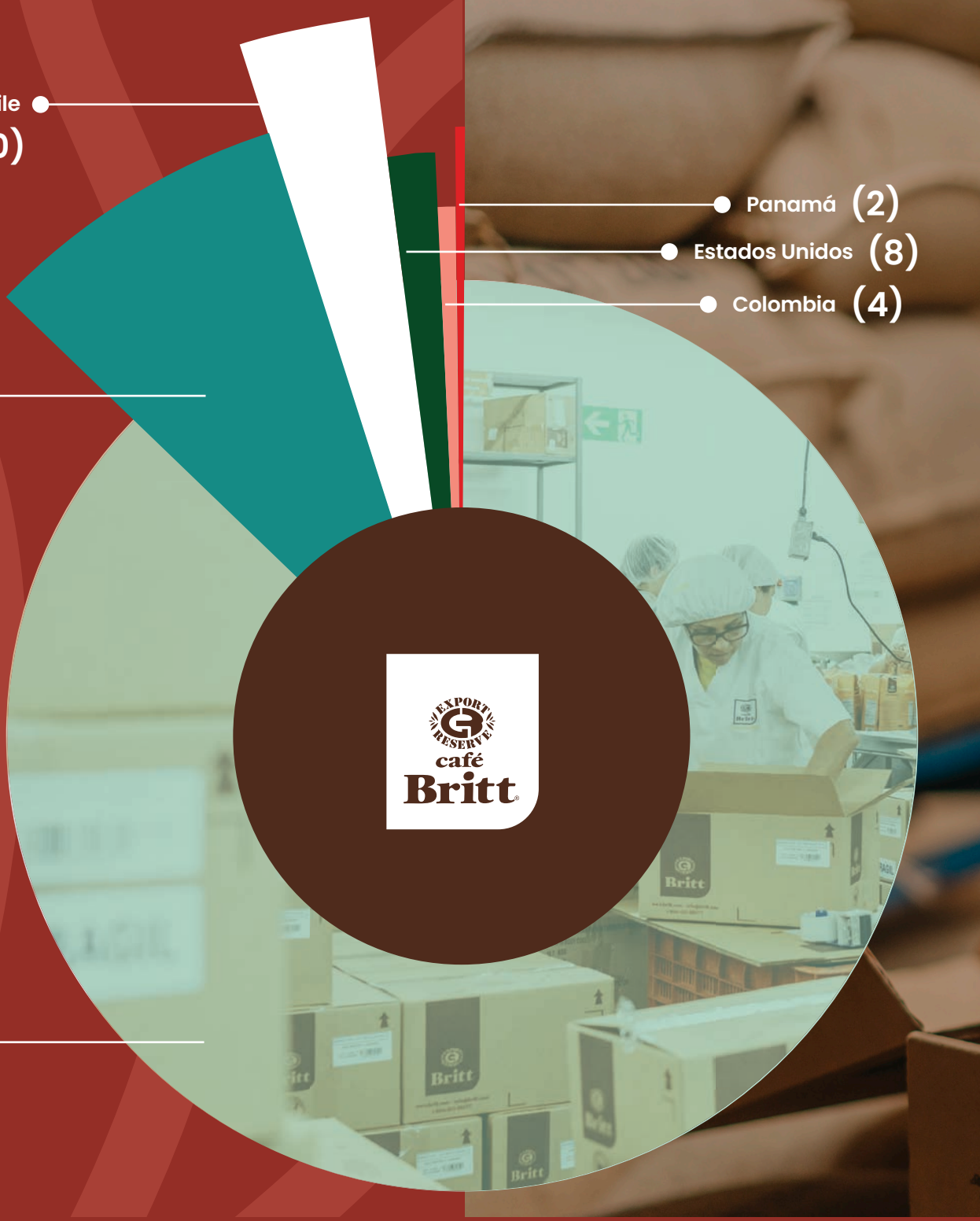
Investing in Human Well-Being means fostering resilience and ensuring the continuity of talent within the company.

Organizational Profile

Café Britt is an organization operating in six countries: **Costa Rica, Chile, Peru, the United States, Colombia, and Panama.**

By the end of 2024, the company reached a total of 676 employees, of which 588 are based in Costa Rica—consolidating the country as the operational and logistics hub of the company.

Peru, Chile, the United States, Colombia, and Panama complete the distribution of talent across the region.



The average age of Café Britt employees is 36 years, with variations across countries. From a demographic perspective, the workforce reflects a balanced intergenerational composition:

34%	27%	24%	13%
between 30 and 39 years	between 18 and 29 years	between 40 and 49 years	aged 50 or older

Regarding **tenure**, the overall average is **3.6 years**, showing an environment that combines ongoing renewal with the consolidation of experience. In key operations such as Costa Rica, Peru, and Chile, tenure levels remain between 4 and 5 years—suggesting a healthy balance between attracting new talent and retaining experienced team members.

At a general level, **men hold the majority of positions** within the company. However, there is a strong culture that values and respects the contribution of women across all roles, particularly in leadership positions, where **41.5%** are occupied by women. In many cases, these are collaborators with more than five years of experience at Café Britt. In the coming years, efforts will continue to **narrow the gender gap in decision-making positions.**

97.5% of Café Britt's workforce consists of **permanent employees,** while **2.5%** corresponds to temporary staff or interns. This structure allows the company to respond to operational needs while maintaining an

agile base that welcomes fresh perspectives and new ideas. Additionally, through internships and youth programs, Café Britt supports the **training of future talent** in the coffee, hospitality, and business sectors.

Employee **Well-being**

Workplace well-being is a fundamental requirement for building an organizational culture focused on high performance. Through the practice of institutional principles such as excellence, innovation, integrity, dynamism, and awareness, Café Britt fosters an environment that encourages active participation and a strong sense of belonging.

The positive result of the Organizational Climate Index reflects a management approach that prioritizes emotional well-being, equity, and the creation of safe spaces for human and professional development. Consistency across these indicators allows the company to advance toward an organization that not only retains talent, but also inspires it.

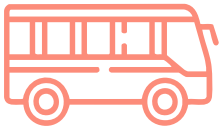
In 2024, Café Britt conducted its Organizational Climate Survey, achieving 95.84% participation among employees and an overall score of 91.14%. This represents a significant improvement compared to 2023 (86.40%), reflecting enhanced conditions perceived by team members regarding human management practices.

Beyond higher satisfaction levels, this result validates the **effectiveness of the actions implemented** to promote a positive work environment and reinforces **trust in internal feedback and listening mechanisms.**

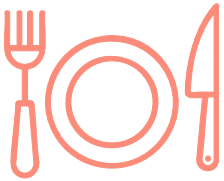
Workplace Benefits

Access to **solid and relevant workplace benefits** strengthens the overall experience of those who are part of Café Britt. Providing conditions that promote **personal balance, economic stability, and physical and emotional well-being** helps to consolidate a **positive work culture** and reinforces our positioning as an **Employer Brand**.

As part of its philosophy of caring for people, **Café Britt offers a broad range of benefits** designed to address the diverse needs of its team members. These include:



Corporate transportation



Meal subsidy for administrative areas

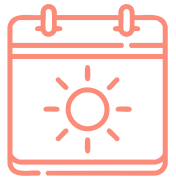
On-site medical care

Life insurance policy

Paid leave for special occasions

Birthday leave

Wellness and balance programs



Extended vacation time based on seniority

Remote work under specific conditions

During 2024, the three most utilized benefits among employees were:

- Corporate transportation
- Meal subsidy
- Company medical services

This benefits structure not only promotes well-being conditions, but also reaffirms our **commitment to the holistic development of people.**

Listening Channels and Participatory Culture

The ability to actively listen to our employees is a fundamental component of Café Britt's organizational culture. To achieve this, the company has **various communication channels** that encourage the expression of suggestions, concerns, and reports in a **confidential and accessible** manner.

During 2024, Café Britt maintained **three active channels**: a physical mailbox located in the Coffee and Chocolate Plants, a **whistleblowing system** through our digital platform Autogestión, and a **dedicated email address** to receive confidential reports. Through these mechanisms, the company seeks to channel feedback effectively while also fostering an environment of **trust, transparency, and shared responsibility.**

As part of our commitment to transparent management, Café Britt also **promotes ongoing training** for its employees on the principles of integrity and corporate responsibility.

In 2024, a total of 267 employees were trained on the Code of Ethics —237 as part of the Corporate Induction process, and 30 additional participants during the Rainforest Alliance certification audit at the Coffee Plant.

Facilitating listening mechanisms and reinforcing the Code of Ethics among our team members strengthens a **participatory culture**, where people feel **heard, protected, and aligned** with Café Britt's core principles of **integrity, awareness, and excellence** that guide our daily operations.

Professional Development and Internal Leadership

Strengthening the capabilities of our human talent is a key component of Café Britt's value proposition. Throughout 2024, a total of 6,443.38 training hours were dedicated to enhancing technical, soft, and leadership competencies across different areas of the organization.

Training programs addressed a wide range of topics that respond to both **operational needs and strategic business goals**. Among the most relevant programs were: **Assertive Communication, Team Processes, Sales and Operations Management, Occupational Health and Safety, Environmental Management and Sustainability, Food Safety and Quality, Negotiation Techniques, Excel, English, and specialized programs** such as the **Coffee Master, Soy Líder**, and product-focused training sessions.

At the same time, **internal mobility** was actively promoted as a key pathway for professional growth. During the year, **46 employees** were promoted to new positions within the organization — equivalent to approximately **7% of the total workforce**. Of these promotions,

57% corresponded to technical and operational areas

43% to Shared Services

reflecting an **equitable approach to growth opportunities**.

Investment in training and internal promotion not only strengthens team knowledge and skills but also **reinforces Café Britt's organizational culture**, fostering a **talent pipeline** that supports long-term career development. These initiatives enhance the company's strategic capabilities, allowing Café Britt to **respond effectively to evolving challenges** and **sustain long-term growth.**

Occupational Health and Safety

Ensuring safe and healthy working conditions is a top priority for Café Britt. Our approach is based on a culture of prevention, shared responsibility, and holistic well-being — aimed at minimizing risks, anticipating scenarios, and fostering safer workplaces for all collaborators.

During the reporting period, **21 training sessions** on Occupational Health and Safety were implemented on a biweekly basis, with the goal of strengthening continuous employee education and reinforcing skills to address potential occupational risks. These educational initiatives help maintain staff awareness and up-to-date knowledge of **key safety practices, emergency protocols, and preventive culture**.

Among the most relevant programs developed during the year were:

Occupational hygiene, with emphasis on environmental measurements in production facilities.

Occupational medicine, including exposure medical examinations for collaborators in sensitive areas.

Emergency Response Plan, focused on preparation and effective response to possible contingencies.

Throughout the year, **50 incidents** were recorded. This data guided deeper analysis of their root causes, reinforcing ongoing **risk mitigation efforts** and **active monitoring of working conditions**. Immediate corrective actions were applied.

Occupational Health and Safety management is coordinated by technical teams that ensure the **consistent application of standards** and **rigorous monitoring of indicators**. These mechanisms — together with continuous training and active oversight — contribute to the **strengthening of a safety culture** that values care and well-being as essential parts of daily work at Café Britt.

Community
Development

Our commitment to the communities surrounding our operations has evolved into a more active and structured participation in generating real development opportunities.
In this context, **Café Britt** has strengthened its alliance with the **SIFAIS Foundation**, an organization recognized for its comprehensive approach to cultural, educational, and
professional training as a means of social inclusion. SIFAIS operates mainly in two areas of Costa Rica — **Herradura**, in the Central Pacific, and **La Carpio**, where its main headquarters, Cueva de Luz, is located.

The collaboration officially began in **September 2023**, with the creation of the Café Britt – **SIFAIS Training Center**.
The three main areas of support provided by Café Britt include:

- **Training and skill development programs** to strengthen the employability of SIFAIS members through technical workshops, capacity-building sessions, and interview preparation activities.

- **Logistical support** for community initiatives and participation in cultural events, including the renowned **SIFAIS Orchestra**, which brings together more than 50 children and young musicians trained in classical music

- **Volunteer opportunities** to improve infrastructure and foster connection between Café Britt collaborators and the SIFAIS community.

In 2024, this partnership was strategically expanded to the entire Arribada Group, with the objective of generating employment opportunities not only within Café Britt but also across other companies in the group. As a result, the initiative was renamed Arribada Group – SIFAIS Training Center.

50 **participants** enrolled in the Training Center | **25** **collaborators** hired by Café Britt

The activities included **7 training workshops, 2 recreational sessions**, and **2 interview rounds**. These initiatives reflect an intervention model that combines **technical training, human accompaniment, and real access to employment opportunities**.
Since the program's inception, **37 individuals have been hired** through this alliance.

The collaboration model with SIFAIS represents a key pillar of our **Cosecha Futuro (Harvesting the Future)** strategy, fostering capacity-building and creating access to opportunities in communities with limited resources.

Corporate Volunteering

Corporate volunteering is one of the key initiatives that Café Britt implements as part of its commitment to the communities and environments where it operates.

During 2024, 130 collaborators participated in different initiatives that contributed to social and environmental well-being, strengthening a culture of solidarity and teamwork.

The most emblematic activity was the Factory Volunteering Day, during which operations were paused for an entire day so that all employees from the Coffee and Chocolate Factories could participate in a joint environmental cleanup organized with Green Wolf Costa Rica at Guacalillo Beach.
During this activity, three different sectors of the beach were cleaned, with 170 native trees planted in the area and 938 kilograms of waste collected in approximately two hours. The experience concluded with a cultural lunch accompanied by marimba music and a boat tour along the Tárcoles River, whose mouth flows into the same beach area—reinforcing the connection between conservation actions and the ecosystem being protected.

In 2024, Café Britt also continued supporting SIFAIS, focusing its volunteering efforts on preparing training sessions for the Grupo Arribada – SIFAIS Training Center and the annual Christmas Concert.
This special holiday event, performed by the SIFAIS String Orchestra—an ensemble of 40 community musicians—marked its second consecutive year, delighting an audience of over 160 people.

2024 INDICATORS

Ethical Harvest

Sales reached **US $94.8 million.**

Total assets valued at **US $100.5 million.**

More than **3,000 automatic machines** installed and operating.

236 measures implemented for risk mitigation.

Harmony Harvest

2,841 MWh
of renewable energy self-generated through solar panels.

48.78 tons of CO_2 eq
reduced in 2024 through solar energy and the use of new electric vehicles.

95 % coverage
in the installation of energy-efficient lighting—indoors and outdoors—across all facilities since 2018.

50 tons of CO_2 eq
reduced since Café Britt's first carbon footprint diagnosis in 2013.

119 tons of waste
properly managed throughout the year.

20 tons of organic waste composted during 2024.

5 coffee suppliers evaluated during the year.

Ranked No. 20 in the Environmental Sector within MERCO's ESG Responsibility Index, and **No. 1 in the Coffee Sector.**

Over **US $100,000 donated to NGOs** dedicated to wildlife conservation in Costa Rica since 2018.

Well-being Harvest

41.5 % of leadership positions held by women.

91.14 % employee satisfaction index.

50 people trained through the Grupo Arribada – SIFAIS Training Center in 2024.

37 people hired since the program began in 2023.

170 new trees planted and monitored monthly.

130 volunteers from different departments contributed a total of **420 consolidated hours** in these initiatives.